

Review of compliance

At Home in the Community Limited Beaumont Court

Region:	North East
Location address:	1-2 Beaumont Court West Road Prudhoe Northumberland NE42 6JT
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	Beaumont Court is registered to provide accommodation for persons who require personal or nursing care. It is a purpose built home situated in a residential area near the town centre of Prudhoe. It has its own transport. The service provides care to eight adults with learning disabilities, most are under the age of sixty-five years.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Beaumont Court was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 31 October 2011, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People spoken with said they were happy living in the home. One person said they were very settled and they felt safe there. Another person said they liked their bedroom and that they thought it was lovely. They also said they got on well with the staff. People also said they enjoyed going out.

What we found about the standards we reviewed and how well Beaumont Court was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Beaumont Court is compliant in this outcome area. The Organisation works with staff to help make sure that people using the service are treated with dignity and respect.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

Beaumont Court is compliant in this outcome area. Information is available for each person living in the home to help make sure they receive personalised care from staff. People are supported by staff to lead varied and fulfilled lives.

Outcome 07: People should be protected from abuse and staff should respect their human rights

Beaumont Court is compliant in this outcome area. There are systems in place to help protect people using the service from abuse and harm.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

Beaumont Court is compliant in this outcome area. There is a competent staff team with sufficient staff who are trained to meet the needs of the people they work with.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Beaumont Court is compliant in this outcome area. There are strong systems in place for monitoring and assessing the quality of service provision.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

The people we spoke with said they liked the staff and could go to them with any requests. One person said they helped staff with the health and safety checks around the house.

Other evidence

The Organisation had policies and procedures in place to deal with non-discriminatory practice, equal opportunities and harassment.

We were told when staff started work within the home, they received training about respecting the rights of people they worked with. They also received training about basic care principles in providing care and support to people with learning disabilities

The care plans we looked at showed how staff provided person centred care and support to each person based upon their needs. They showed that staff asked the people their opinion and encouraged them to make decisions in all areas of their daily life. Pictures were used to help people understand and to make choices. A magnetic menu board was used to display the day's menu, it showed photographs of meals and food that was available so people could make a choice about what they wanted to eat at each meal time. We were informed plans were in place to use a pictorial activity

planner for each person. This was to be used like a diary and the pictures and photographs would remind people of the hobbies and activities they liked and wanted to take part in.

We observed that staff were respectful in their conversation and interactions with people. They were aware of the likes and dislikes of people and were ready to support them with their individual requests. They told us people who lived in the home were all asked individually and as a group about decisions involving the running of the home. Meeting minutes were available to show that meetings took place with people living at the home about the running of the house, choice of food, activities, outings and holidays. One person spoken with said they helped staff with the health and safety checks around the house.

Our judgement

Beaumont Court is compliant in this outcome area. The Organisation works with staff to help make sure that people using the service are treated with dignity and respect.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

The people we spoke with said they were happy living in the home. One person said they were very settled and that they felt safe. They said they got on well with the staff. Another person said they liked their bedroom.

Other evidence

We looked at care records for two people who lived in the home. Information included: pre-admission assessments for these people which were completed before they moved into the home. We were told this detailed information was collected about the person to help make sure the right amount of care and support was provided. The areas assessed included questions about mental health, mental capacity, the amount of care and support required for personal care, personal interests and history, moving and handling, nutritional information and medical information. Assessments were appropriately completed and showed the information collected before a person moved into the home to help make sure staff could meet their initial and on-going care needs. The care plans looked at were well written and up to date and showed all the current support needs and what staff had to do to help the person remain independent. A new care planning format was being introduced. We saw that care plans were regularly reviewed or up dated as the person's needs changed. There was evidence of speech and language therapist, psychologist and psychiatrist involvement in the care planning process. Some of the people who did not have capacity to make decisions and where decisions were made on their behalf had best interest and capacity assessments available in their records, which showed the assessments and the people involved to help in decision making. Individual risk assessments were in place for people to help

them live more independent lives but taking into account any risks and providing the extra support as required.

People were supported by staff members who helped them according to their individual needs. They were supported to follow their own interests and hobbies and these interests included: walking, eating out, computing, art, bowling, shopping, literacy, arts and crafts, swimming, sports, keep fit, cooking and cycling. Some people attended college and day services on a part time basis. Staff supported people to learn self help skills to become more independent. Staff also supported people to go for days out and to go on holiday in this country and abroad.

Our judgement

Beaumont Court is compliant in this outcome area. Information is available for each person living in the home to help make sure they receive personalised care from staff. People are supported by staff to lead varied and fulfilled lives.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

The people we spoke with told us they had no concerns about their care, they knew how to raise matters with the service and talk to staff.

Other evidence

Records looked at during the visit showed staff involved relevant people such as psychologists and psychiatrists for advice and support in dealing with behaviour that may be difficult to work with. Detailed risk assessments and care plans were in place for dealing with such situations.

There was evidence of staff training in relation to protecting vulnerable people so staff knew the action to take if there was an allegation of abuse. Staff were also aware of the local authority multi agency procedures regarding abuse which showed the role of the different agencies involved in the protection of vulnerable people.

Staff had received training about Deprivation of Liberty and the Mental Capacity Act to help them understand when they may have to make a decision when a person lacked capacity.

A whistle blowing policy was also available which informed staff what to do if they suspected any bad practice was being carried out within the agency. There were policies about handling service user's money, bequests and wills. There were further procedures to guide workers on protecting themselves and others. These included personal safety at work, understanding and dealing with violence and aggression,

confidentiality and dealing with accidents and emergencies.

Our judgement

Beaumont Court is compliant in this outcome area. There are systems in place to help protect people using the service from abuse and harm.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People we spoke with said staff were kind and helpful.

Staff were observed to be polite and respectful to people they were working with and there seemed to be a good rapport between them.

Staff we spoke with said there were good opportunities for staff training. They felt they had training necessary to understand the needs of the people they work with.

Other evidence

At the time of the visit six people were living in the home. We were told fourteen staff were employed to work in the home. Three members of staff were available to support six people between the hours of 8:00am and 10:00pm. Two members of staff were available overnight between 9:00pm and 9:00am.

Staff records showed staff received basic training and training specific to people's needs, such as courses about: mental health, sexuality and learning disabilities, autism, epilepsy, disability awareness, dementia, person centred care, nutrition and diet, risk assessment, report writing, care and enabling planning, effective communication, relationship training, bereavement and loss, professional boundaries, computer skills and mandatory training such as infection control, food hygiene, fire safety, safe handling of medication, moving and handling, health and safety and first aid. Staff also received training about: safeguarding, personalisation and equality and diversity and training in respect of the Mental Capacity Act and the Deprivation of Liberty

Safeguards.

Some training was also provided for people who used the services and this included: health and safety, fire safety and confidence building.

As part of their induction workers were introduced to people before they started working with them. A new worker may shadow a more experienced worker until they got used to their role. All workers were consistently trained and aware of their role surrounding recording and reporting about the care and support provided to people.

Our judgement

Beaumont Court is compliant in this outcome area. There is a competent staff team with sufficient staff who are trained to meet the needs of the people they work with.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People we spoke with said they were asked about living in the home and if they were happy with the care they received.

Other evidence

We were informed the organisation, At Home in the Community had a quality assurance manager. There were systems in place for auditing and monitoring the service at Beaumont Court, some audits were announced and some were spot checks. Care plans were audited three-four monthly by the senior management team. Other records such as health and safety risk assessments were audited six monthly and policies and procedures were audited annually. The organisation had quality assurance meetings and targets were set and had to be achieved with regard to the auditing of records, staff supervisions and health and safety. Records looked at showed that the records were audited. There was evidence that an audit of care records had taken place in July 2011.

We were informed staff meetings and meetings of people who live in the services took place usually three monthly. Records we looked at showed a staff meeting was planned for 10 November 2011 and a meeting for people who lived at the home was planned for 2 November 2011.

Questionnaires were sent six monthly to people who use the service and their representatives to comment about their experience of care provided by the home.

Our judgement

Beaumont Court is compliant in this outcome area. There are strong systems in place for monitoring and assessing the quality of service provision.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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