

Review of compliance

<p>Withins (Brightmet) Limited Withins (Brightmet) Limited</p>	
Region:	North West
Location address:	38-40 Withins Lane Brightmet Bolton Lancashire BL2 5DZ
Type of service:	Care home service without nursing
Date of Publication:	August 2011
Overview of the service:	<p>Withins (Brightmet) Ltd is a purpose built private residential home providing personal care and accommodation for up to 65 adults. The home is located in a residential area in Brightmet, about 2 miles from the centre of Bolton.</p> <p>Accommodation is provided on three floors and there is good wheelchair access throughout the home. All bedrooms are single and have en-suite</p>

	<p>toilet and hand basin. A passenger lift provides access to all three levels of the home.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Withins (Brightmet) Limited 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 to check whether Withins (Brightmet) Limited had made improvements in relation to:

Outcome 12 - Requirements relating to workers

How we carried out this review

We reviewed all the information we hold about this provider.

What people told us

We did not ask people who used the service about their views in connection with this outcome.

What we found about the standards we reviewed and how well Withins (Brightmet) Limited was meeting them

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People living in Withins (Brightmet) Ltd were supported by staff that had been properly recruited.

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 12: Requirements relating to workers

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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

We did not ask people who used the service about their views in connection with this outcome.

Other evidence

This inspection was carried out to review improvements that were required following our inspection on 5 July 2011.

We saw the staff recruitment and selection policy and this had been updated. It was documented that an Independent Safeguarding Authority (ISA) check must be completed prior to anyone starting work. If this check showed that the person was not on a list of people that had been banned from working in a care position with vulnerable adults employment could commence prior to a Criminal Record Bureau (CRB) check being returned. In these cases staff must be monitored and supervised until a CRB check has been returned.

The manager had devised a new interview form to complete if a CRB check showed that an applicant had a previous conviction. A record of the discussion would be kept and a written decision as to whether the person was considered suitable for the position would also be recorded. The interview record would be signed by the applicant and the manager.

Although a provisional job offer can be made after the interview stage it was noted that two references must be obtained in all cases before a final employment decision was

taken. One reference must be from the previous employer unless there were exceptional circumstances, which would be noted.

A new form is in place that will be completed during recruitment interviews. We saw a copy of this form and were told by the manager that completed copies would be kept in the personal files of staff

All staff at Withins (Brightmet) Ltd had been issued with a letter requesting that they provided identification. These letters were seen and we saw that a template had been devised to monitor which staff had provided identification. At the inspection we saw that not all the identity checks had been completed due to people being on annual leave and different shift patterns. We saw that copies had been taken of identification documents and these were held in the personal files of individual staff.

No new staff had been recruited since our last inspection. The manager showed us a new recruitment process checklist that was now in place. This would be signed at each stage of the recruitment process to ensure that all the necessary checks had been completed.

Our judgement

People living in Withins (Brightmet) Ltd were supported by staff that had been properly recruited.

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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA