

Review of compliance

Roland Residential Care Homes Limited
Roland Residential Care Homes - 6 Old Park
Ridings

Region:	London
Location address:	Winchmore Hill London N21 2EU
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	6 Old Park Ridings is a home registered to provide care for ten younger adults with a diagnosis of mental disorder. The home is located in a residential area near to Winchmore Hill. Public transport, local shops and other community facilities are within a short walking distance of the home.

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

Our current overall judgement

Roland Residential Care Homes - 6 Old Park Ridings 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 2 November 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People using the service told us about the opportunities available to them to make choices. People confirmed that they were treated with respect and their dignity and their privacy was respected.

We asked people who use services about the care provided. People told us that they received the support they needed.

People told us they got on well with staff. They knew who their key worker was and said that they met with them to discuss their support plan. People also said they had a copy of this plan.

People who used the service told us that they felt safe in the home. People said they knew who to speak to if they had concerns. A person said, "I would say it face to face. I would come out with it."

We asked people their views on the staff supporting them. People said the staff could meet their needs. One person said, 'the staff are beautiful to me'. Another said, 'staff are kind'.

We asked people using the service whether they were satisfied with the service provided. People said the choice and quality of the food provided was good. We were also told they were happy with the range of activities taking place.

What we found about the standards we reviewed and how well Roland

Residential Care Homes - 6 Old Park Ridings 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

People using the service were treated with dignity and respect by staff. Care and support was focussed on the individual and people's needs were met.

Overall, we found that 6 Old Park Ridings was meeting this essential standard.

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

People who used the service were positive about the way they were cared for and supported. People received care and support that met their needs and minimised risks to their safety.

Overall, we found that 6 Old Park Ridings was meeting this essential standard.

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

Staff understood how to recognise and respond to concerns in relation to safeguarding vulnerable adults. People who used the service felt safe and were protected from abuse or the risk of abuse.

Overall, we found that 6 Old Park Ridings was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People's needs were met by competent staff. Staff were receiving regular supervision.

Overall, we found that Old Park Ridings was meeting this essential standard.

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

The quality of service provided to people who used the service was monitored. Generally people who used the service were protected from the risks of unsafe care.

Overall, we found that 6 Compton Road was meeting this essential standard.

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

People using the service told us about the opportunities available to them to make choices. People confirmed that they were treated with respect and their dignity and their privacy was respected.

People told us they had specified days when they cooked their own meals and they had a weekly budget for this. We observed a person complete their own shopping list for both the food and clothes they wanted to purchase with staff assistance. This person then went shopping with a friend. People were observed preparing their own food and making their own drinks with assistance or independently. People also told us they chose their meals and they were happy with the meals provided. The menu's showed that people were treated as individuals. Some people had their own specific menus which had been prepared for them.

We saw that people's rooms had been personalised and many had bought their own televisions, pictures and personal items. People had decorated their bedrooms according to individual tastes.

We asked people living in the home how they spent their time. People said that a variety of activities were available such as taking part in the classical music group, art

and craft sessions, shopping, watching television and attending the leisure centre to go swimming. All of the people that live in the home had the opportunity go out for a meal together on a Friday and met with people from other homes within the organisation.

A person had attended a gardening course and obtained a National Vocational Qualification. Another person attended English language sessions with staff and liked to use the computer. A number of people attended day centres.

On the day of our inspection several people were seen to have visitors. One person also confirmed how the staff had supported them to find their family and assisted them to visit.

Peoples' activity plans evidenced a range of opportunities to promote and develop their independence such as cleaning, dusting and hoovering their bedroom.

We observed that people's religious rights were respected as they visited the church when they wanted to.

Other evidence

Residents' meetings were held on a regular basis. The meeting minutes recorded changes made to the menu as a result of people expressing their personal food preferences.

Our judgement

People using the service were treated with dignity and respect by staff. Care and support was focussed on the individual and people's needs were met.

Overall, we found that 6 Old Park Ridings was meeting this essential standard.

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

We asked people who use services about the care provided. People told us that they received the support they needed.

People told us they got on well with staff. They knew who their key worker was and said that they met with them to discuss their support plan. People also said they had a copy of this plan.

Other evidence

We looked at care plans which had been developed and saw they had been evaluated on a regular basis. People had signed their individual care plans where possible which ensured their rights were respected. Support plans showed that the development of independent living skills was encouraged. Support plans were reviewed. We saw that short term and long term goals had been identified for individuals. These focussed on the individual and included physical as well as mental health needs.

We were told that an internal review of care plans took place every six months and the focus of support plans would change if appropriate.

Review meetings had taken place for people and the review minutes of the funding authority were present in the files we reviewed.

Risk assessments had been completed and were on file. For example, for a person going missing, alcohol, aggressive behaviour, and fire. The risk assessments promoted

people's health and safety.

Our judgement

People who used the service were positive about the way they were cared for and supported. People received care and support that met their needs and minimised risks to their safety.

Overall, we found that 6 Old Park Ridings was meeting this essential standard.

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

People who used the service told us that they felt safe in the home. People said they knew who to speak to if they had concerns. A person said, "I would say it face to face. I would come out with it."

Other evidence

At the time of the inspection there were no outstanding safeguarding issues. The care home had an adult protection policy and whistle blowing policy.

All staff had a good understanding of the issues and knew who to contact if they had any concerns that a person was possibly being abused.

The staff had been asked to read the safeguarding adults documents and refresh their knowledge and they signed documentation to confirm they had completed the task.

Records showed that staff had undertaken safeguarding training as part of their induction. The provider was organising further training for those whose training was due to be updated. They had also received training in the Mental Health Act 1983, Mental Capacity Act 2005 and in mental health awareness. A further programme to update staff in relation to mental health matters had been planned from January to March 2012.

There was a complaints procedure in place that had been provided to people showing them how they could make a complaint if they wished. This was on display in the home.

Our judgement

Staff understood how to recognise and respond to concerns in relation to safeguarding vulnerable adults. People who used the service felt safe and were protected from abuse or the risk of abuse.

Overall, we found that 6 Old Park Ridings was meeting this essential standard.

Outcome 14: Supporting staff

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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

We asked people their views on the staff supporting them. People said the staff could meet their needs. One person said, 'the staff are beautiful to me'. Another said, 'staff are kind'.

Other evidence

Staff had undertaken training in a range of topics relevant to their role and professional development. Staff received two monthly supervision sessions and records were kept of this. Staff we spoke to told us that they felt supported by managers and that learning and development was encouraged. They also felt able to express their views both in supervision and staff meetings. Staff felt confident with regard to expressing concerns about the care, safety and wellbeing of people who used the service.

Staff told us they had received, and we saw documentation regarding, annual performance appraisals.

Staff member confirmed that they went through a structured induction and received training in a number of areas. They felt that this meant they could make a difference to the quality of people's lives. They further confirmed they had access to national vocational learning.

Training documentation showed that staff needed to attend protection of vulnerable adults training, moving and handling, health and safety, infection control and medication training. The provider supplied dates when this training was due to take place.

Our judgement

People's needs were met by competent staff. Staff were receiving regular supervision.

Overall, we found that Old Park Ridings was meeting this essential standard.

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

We asked people using the service whether they were satisfied with the service provided. People said the choice and quality of the food provided was good. We were also told they were happy with the range of activities taking place.

Other evidence

There were opportunities for people using the service to give feedback and express their views about the service. The manager had an open door policy and people could discuss issues on a day to day basis. Regular residents' meetings took place. Key worker meetings took place between people living at the service and their key worker, which were recorded.

The provider said they sought feedback from people who used the service as a way of monitoring the quality of service provision. The provider showed us audits and checklists that were used to monitor the quality of the service provided and they focused on specific topics and what action had been requested by the provider if required.

We saw the survey completed in 2010 and comments made were positive.

There was evidence of health and safety checks including fire and portable appliance testing. Certificates were seen with regard to gas and electric checks and adaptations such as window restrictors.

Our judgement

The quality of service provided to people who used the service was monitored.
Generally people who used the service were protected from the risks of unsafe care.

Overall, we found that 6 Compton Road was meeting this essential standard.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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