

Review of compliance

Meadowbank Care Limited Bourne Bridge House	
Region:	South West
Location address:	Bourne Bridge House Meshaw South Molton Devon EX36 4NL
Type of service:	Care home service without nursing
Date of Publication:	April 2012
Overview of the service:	Bourne Bridge House is a registered care home for up to eight adults with a learning disability and complex needs. The service offers accommodation in four self contained houses that surround a square of attractive gardens. All bedrooms are en suite and each house has a kitchen, dinning and lounge area.

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

Our current overall judgement

Bourne Bridge House 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 20 March 2012, checked the provider's records, 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

We carried out an inspection of this service on 20 March 2012 as part of our planned inspection programme. We spent time talking with two of the people who currently live at the service and had lunch with one other. We observed care for a small amount of time during this inspection. We spoke with five staff members and with the registered manager. We also looked at some key documents. These included care plans, risk assessments, records relating to accidents and incidents and audit of handling of personal monies. This helped us to better understand how well the home was run.

Two people we spoke with were able to tell us the sorts of things they had been doing or had plans to do in the future. These included trips out, regular art sessions, holidays and activities in and around the home. Both appeared relaxed comfortable and interacted well with the staff on duty. We met another person at lunchtime, who is newer to the service. They did not communicate with words, but their non verbal communication was relaxed and they appeared at ease in their dinning area and lounge. Two other people on site did not want to meet us as they find new people in their surroundings difficult to cope with. One other person was away at a hospital appointment.

We saw most of the houses, communal areas and some of the bedrooms. Each cottage is maintained to a high standard. There are some restrictions to where people could go without staff support, such as the kitchen. There were risk assessments in place to support this decision to protect people from possible dangers.

Staff that we spoke with were able to show they had a good understanding of people's needs, ways of communicating and triggers that may cause them to feel more distressed

and present with challenges. Staff told us they were well trained and supported to do their job.

Effective and comprehensive systems were in place to monitor the quality of care and support provided, including listening and acting upon the views of people living at Bourne Bridge House.

Outcome 1
What people told us

During this inspection we were able to talk with two people in some detail about their experiences of living at Bourne Bridge House. Both were able to tell us what sorts of things they enjoyed doing and what support they needed from staff.

What we found about the standards we reviewed and how well Bourne Bridge House 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 have their privacy, dignity and independence respected, and as far as possible are involved in making decisions about their care treatment and support.
Overall we found that Bourne Bridge House was meeting this essential standard.

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

People receive effective, safe and appropriate care that is well planned.
Overall we found that Bourne Bridge House was meeting this essential standard.

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

People living at the home benefit from a staff group who know their duty to report abuse and understand the process to protect the people in their care.
Overall we found that Bourne Bridge House 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 are safe and their health and welfare needs are met by competent staff.
Overall we found that Bourne Bridge House 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

Good systems are in place to monitor the quality of care and support provided at the home.
Overall we found that Bourne Bridge House 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

During this inspection we were able to talk with two people in some detail about their experiences of living at Bourne Bridge House. Both were able to tell us what sorts of things they enjoyed doing and what support they needed from staff.

From our discussions we heard that people were able to make decisions about their lives including how they wished their own room to be decorated. Both people we spoke with showed us their own bedrooms, which were personalised. We were told that people had a wide variety of activities to suit their wishes and needs. For example one person was going away on the day we inspected for an overnight trip to see a favourite pop band.

When asked both people we spoke with said that they were able to make their views known and in observing interactions with staff it was clear that they felt comfortable discussing what their preferences and wishes were.

We observed one person spending time with staff and on their own. They were very comfortable in their own home and appeared to enjoy time both with staff and on their own. We were told by staff that one person had been to a local town that morning to choose new shoes and had also enjoyed a drink and snack out.

Staff told us that most people required two staff with them when out in the community, and that staffing was planned so that this could happen on a regular basis for each person.

We saw that there were symbols and pictures being used to support some people to understand what was happening each day and what choices there were for them in activities and outings.

Other evidence

We spoke with four members of care staff and all were able to show that they understood people's needs, including their preferred routines and how staff needed to support. For example we heard that one person does not respond well to knowing too much in advance, so staff were careful not to discuss too much in advance of an activity what might be happening.

We saw that rights for people were being fully considered. One person for example had previously been under a Deprivation of Liberty safeguard, but this had been reassessed and deemed to be no longer needed. Deprivation of liberty safeguard come under the Mental Capacity Act, and are used to help protect people's rights, where they are deemed to lack capacity to make informed decisions for themselves.

We saw that care plans include details about people's needs, choices and preferences, and how staff should provide care and support to honour these. People had their own plan that include personal goals based on what was known about their wishes and needs. These were called "my life, my plan" and were written in an easy read format

Our judgement

People have their privacy, dignity and independence respected, and as far as possible are involved in making decisions about their care treatment and support. Overall we found that Bourne Bridge House 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

The two people we were able to speak with during this inspection gave us a good overview of their experience of living at Bourne Bridge House. From what we heard, we could see that activities were very much focussed on people's individual needs, wishes and preferences. Staffing levels were in place that enabled people to do a variety of activities and independent living skills that assisted people being as independent as possible.

For people who have non verbal communication, staff used a variety of signs, symbols and pictures to assist with communication and understand people's expressions of mood by a variety of different ways.

We observed staff assisting people with their activities of daily living in a professional and supportive manner.

Other evidence

We looked at three care plans in some detail. We saw that they covered the physical, mental, social and emotional needs of people. They also covered any diverse needs and gave staff guidance on how to meet these needs. This included an annual health care check

Plans also contain detailed risk assessments for all areas of people's needs. The plans each included a positive handling plan. This covered a clear topography of behaviours and set out what was the agreed supportive interventions and strategies for managing complex behaviours. Together with this information each person had a detailed list of

strengths and praise points so that staff were made aware of positive points and not just at negative behaviours.

We saw that if positive handling processes had been used that there was a recorded debriefing which recorded what worked well and what could have worked better for future learning. There is a clear section in the plan so guide staff about what handling of challenging behaviours needed to be notified. There have been no known notifications about restraint or handling this year. Staff confirmed that they usually used talking and diversionary tactics to reduce challenging behaviours.

Where people presented with challenging behaviours triggers are clearly identified. Staff we spoke with were very knowledgeable able people's individual behaviours and triggers. Staff agreed that the care plans really helped them to better understand people's needs and ways in which to work with them to reduce risks of challenging behaviours occurring.

Daily records showed that people's needs were being well monitored and any changes to need were included within the care plan detail.

Our judgement

People receive effective, safe and appropriate care that is well planned.

Overall we found that Bourne Bridge House 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

We did not specifically ask people about this outcome. We did ask the two people we were able to talk to if they knew who they could make a complaint or any concerns known to. They appeared to be confident that they could talk to staff and that issues they raised would be resolved.

Other evidence

We spoke with four staff during our inspection. They were all able to say what they would do if they suspected abuse of any kind. They told us that they had annual updates of training in protection of vulnerable people

We were told that new staff were given an induction that included some basic information about reporting concerns.

There had been no safeguarding alerts about this service in the last 12 months.

We checked how people's personal monies were monitored, recorded and audited. We were satisfied that there was a robust audit trail to protect people.

Our judgement

People living at the home benefit from a staff group who know their duty to report abuse and understand the process to protect the people in their care.

Overall we found that Bourne Bridge House 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

The two people we spent time talking to said that they liked the staff who worked with them.

We observed staff providing care and support in a professional and supportive way.

Other evidence

Staff that we spoke to during this inspection said that in their opinion they were well trained and supported to do their job. Comments included "I have never had so much in depth training as here. They really make sure you have the right support" and "this staff team are brilliant, we are all very supportive of each other and that includes the senior managers."

Staff we spoke with were confident in their view that the senior management team gave good support and supervision including debriefing time if there had been a difficult incident or episode of challenging behaviour.

We asked the service to send us some information about training. We saw from their training matrix that all staff had annual updates on all aspects of health and safety, but also in specialist areas such as physical interventions, challenging behaviour, autism, epilepsy and the Mental Capacity Act.

Our judgement

People are safe and their health and welfare needs are met by competent staff.

Overall we found that Bourne Bridge House 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 did not ask people about this specific outcome group. We did ask if they had regular meeting where they could talk about what they liked and what they wished to change. Both people we spoke with agreed this did happen. One person said "yes we talk about what we want on the menus."

Other evidence

We asked the registered manager to send us some additional information about they ensured they reviewed the quality of the service they provided. We were sent some information to demonstrate that people's views were asked for and acted upon. We saw for example survey results for people living at the home that covered all aspects of daily living and was written in an easy read format.

We saw that the registered provider continued with monthly unannounced visits to the service, and reported on what they had audited and who they had spoke to including staff and people living at the service.

The home also had a monthly audit tool used to check the maintenance of the building, care plans, medication records, personal monies audit, staff meeting, house meeting occurring six weekly. It also looked at training, supervisions for staff and any issues of employment. Finally the audit is used to consider if the service had achieved compliance with all outcome groups as detailed in the essential standards of quality and safety guidance.

Our judgement

Good systems are in place to monitor the quality of care and support provided at the home.

Overall we found that Bourne Bridge House 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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