

Review of compliance

Coton Care Limited Coton House	
Region:	West Midlands
Location address:	55 Coton Road Wolverhampton West Midlands WV4 5AT
Type of service:	Care home service without nursing
Date of Publication:	August 2011
Overview of the service:	Coton House provides residential care for 29 older people, due to their frailty, health condition and restricted mobility.

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

Our current overall judgement

Coton 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.

What people told us

One person who uses the service said, "This is a nice place to live and all the staff are nice."

Another person said, "The staff are very good, they help me to get washed and dressed."

One person who lives there said, "I've never had to complain about anything the staff are pretty good."

We saw that care plans and risk assessments provided detailed information and staff were aware of people's needs and how best to support them.

We observed that people's needs were being met in a caring manner.

Records and discussions with staff members demonstrated they had a good understanding of safeguarding people from potential abuse

We observed that quality and monitoring systems were in place to ensure outcomes for people are good.

What we found about the standards we reviewed and how well Coton House was meeting them

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

People can be confident that staff will have access to up to date care records, so they are

aware of their care needs and how best to meet them to ensure their physical and mental wellbeing.

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

Staff have access to relevant policies, procedures and on going training to ensure they have the skills to safeguard people from potential abuse, so people's safety and welfare can be assured.

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

People are able to have a say about how the home should be managed and good quality and monitoring systems ensure they receive a service specific to their needs.

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 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

One person who uses the service said, "This is a nice place to live and all the staff are nice."

Another person said, "The staff are very good, they help me to get washed and dressed."

One person who lives there said, "I've never had to complain about anything the staff are pretty good."

We saw that care plans and risk assessments provided detailed information and staff were aware of people's needs and how best to support them.

We observed that people's needs were being met in a caring manner.

Other evidence

A needs assessment is carried out before people are admitted to the home. This was confirmed by two people who use the service and three visiting relatives. A needs assessment enables the home to establish the person's care needs, the support they may require and suitable equipment needed to promote their health and wellbeing, before they move into the home. People can therefore be confident that staff will know how to meet their needs on admission.

We looked at three care plans, these should provide staff with essential information

about people's needs and how best to meet them. The care plans provided clear, accurate and up to date information and people's involvement in planning their care, ensured they are cared for the way they prefer.

For example, one care plan showed the person has restricted mobility. The care records showed that an assessment was carried out by an appropriate health professional to ensure the person was provided with the necessary equipment to promote their mobility and safety. We also observed this equipment in use. This person told us, "This is a nice place to live and all the staff are nice."

The care plans provided detailed information about people's health conditions and the current support and treatment needed. Care records told staff how to recognise symptoms of ill health and how to assist the person.

One person we spoke with told us about their health condition and the assistance they required. We observed that this information was contained within their care plan. Further discussions with them confirmed their involvement in planning their care. They said, "The staff are good, they will do anything for you."

We spoke with two care staff who demonstrated a sound knowledge and understanding of this person's care needs and how to support them. This person can be confident they will receive effective, safe, appropriate care and treatment to meet their needs.

Where people do not have capacity their relatives are involved in planning their care. This was confirmed by three visiting relatives we spoke with. One visiting relative said, "The staff do talk to me about my mother's care and they contact me if there's any change in her health." They said, "The care is good and they will contact the doctor when needed." We also heard one care staff informing a person about the changes to their relative's care plan. These practices should ensure individual's specific needs are appropriately met.

Care plans told staff about the level of support people required to maintain their personal care needs. One care plan showed that the person was fairly independent but would require assistance with their buttons and zips. We spoke with this person who confirmed receiving the relevant support. We also observed that the person was smartly dressed.

One person who uses the service told us, "The staff are very good they help me to get washed and dressed." This means people can be assured they will receive the necessary support to meet their personal care needs and promote their independence.

Care plans showed that people have access to relevant healthcare services when needed. All three people we spoke with who use the service also confirmed this. People can therefore be confident they will receive the necessary care and treatment to ensure their physical and mental health.

We looked at three risk assessments, these told staff how to promote people's independence and ensure their safety whilst doing so. We saw risk assessments in place for the prevention of falls, moving and handling and people's health conditions. These assessments told staff about appropriate practices and safety measures required to meet people's needs safely.

Our judgement

People can be confident that staff will have access to up to date care records, so they are aware of their care needs and how best to meet them to ensure their physical and mental wellbeing.

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 discuss this outcome group with people who use the service.

Records and discussions with staff members demonstrated they had a good understanding of safeguarding people from potential abuse.

Other evidence

The home has a copy of the government and local guidance about safeguarding people from abuse. This guidance should provide staff with information about how to recognise abuse and safeguard people from this.

The registered manager said information about safeguarding is covered during the induction period of every new member of staff. This was also a standing agenda item in staff meetings and formal supervision sessions. We looked at two minutes of staff meetings which confirmed this.

We looked at staff training records which showed safeguarding training is on going. This should ensure that staff have the skills to recognise potential abuse and how best to protect people from this.

We spoke with one staff member who demonstrated a good understanding of how to safeguard people from potential harm and the importance of sharing information with the relevant agencies. They also confirmed receiving safeguarding training. People can therefore be confident that staff will have the skills to protect them from potential

abuse.

Our judgement

Staff have access to relevant policies, procedures and on going training to ensure they have the skills to safeguard people from potential abuse, so people's safety and welfare can be assured.

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 discuss this outcome group with people who use the service.

We observed that quality and monitoring systems were in place to ensure outcomes for people are good.

Other evidence

The home has good quality and monitoring programmes in place which involves carrying out regular audits of their performance to ensure people receive an effective and reliable service.

We saw that care plans were reviewed with people's involvement on a monthly basis to ensure the care they receive meets their needs. Two people we spoke with confirmed their involvement in their care planning.

Staff supervision is carried out once a month. Two staff spoken with also confirmed access to regular supervision. Staff supervision is a process where staff's work practices are monitored and where their training needs are identified. This should ensure that all staff members are appropriately supported to undertake their role properly.

The home operates a key worker system where each staff member is allocated the responsibility of a number of people who use the service. This should ensure that people's specific needs are met.

Quality assurance questionnaires are distributed to people who use the service, relatives and healthcare professionals. Feedback from these surveys enables the home to improve quality standards.

Regular meetings with people who use the service enable them to have a say in how the home is managed. We looked at three sets of minutes of meetings, these showed discussions about menus, social activities, how they can share their concerns, amongst other items.

People have access to the home's complaint procedure in a format they can understand enabling them to share their concerns and promote their rights.

The home has also commissioned the service of an external quality assurance consultant to ensure systems and practices promote safe, effective and good outcomes for people who access the service.

Our judgement

People are able to have a say about how the home should be managed and good quality and monitoring systems ensure they receive a service specific to their needs.

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
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

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