

Review of compliance

Miss Deborah Bayliss and Mrs Sharon Foran
The Pembury

Region:	South West
Location address:	9 Pembury Road Gloucester Gloucestershire GL4 6UE
Type of service:	Care home service without nursing
Date of Publication:	August 2012
Overview of the service:	The Pembury is a care home that provides care with accommodation for up to eight adults with a learning disability. The home is situated in the St Barnabus area of Gloucester within easy reach of local facilities. The home has use of its own vehicle which is suitable for wheelchair users.

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

Our current overall judgement

The Pembury was meeting all the essential standards of quality and safety inspected.

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 25 July 2012, checked the provider's records, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

During our visit we spoke with five people who were able to tell us their experience of living in the home. We also spoke with a relative of one of the people using the service.

Everyone we spoke with told us they were very happy living in the home. People also told us that they were able to make choices about their daily living and how they wished staff to support them with their care needs.

People told us they took part in activities of their choice. One person told us, "I am happy living here; I do the gardening, watering and sweeping up". Other people told us, "I put the cheese on the pizza we made today" and "I like going to the cinema".

The relative of a person living in the home told us, "It's a wonderful place, they do the very best that can be done for people".

Staff were observed interacting with people in a respectful manner that showed that they understood each individual's needs and how best to communicate with them.

What we found about the standards we reviewed and how well The Pembury 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's privacy, dignity and independence were respected.

The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this 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 provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 who use the service told us that they were happy living in the home and were able to make choices about their daily living. People told us that they had their own jobs to do around the home and in the garden and they enjoyed doing these.

We observed people being encouraged to help around the home, helping in the kitchen, gardening and assisting the maintenance person. We also observed that staff treated people in a respectful manner, achieving a good balance between supporting the person and encouraging independence.

Other evidence

People who use the service were supported in promoting their independence and community involvement. People's diversity, values and human rights were respected.

We looked at a sample of care plans and these recorded people's choices and preferred routines for assistance with their personal care and daily living. Where possible people had signed their care plans to indicate that they had been involved in developing them.

On the day of the visit all eight people living in the home went out to the local park with

staff. We observed how people were involved in making the decision of where to go and whether or not they wanted to go out that day.

We also saw albums that had been put together with pictures of holidays that people had been on and various outings to parks, meals, cinema and horse riding.

Our judgement

People's privacy, dignity and independence were respected.

The provider was meeting this 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 spoke with people about how their needs were met and observed staff supporting them. One person told us that they liked to have a bath three times a week on set days and staff always ensured that this happened as agreed.

One person told us, "I like having my hair and make-up done every day".

The relative of one person living in the home told us, "They look after her very well"

Other evidence

People's needs were assessed and care and support was planned and delivered in line with their individual care plan.

We looked at the care of four people living in the home. All files had evidence of a review in the last three months.

Each person had an assessment of need in place from which care plans were developed. Care plans were developed for a range of different needs and covered areas such as: physical health, personal care, mobility, finances, social activities, medication and behaviour. Each different section of the care plans had a relevant risk assessment in place. The care plans were personalised to each individual's needs and from the people we spoke with we were able to see that they accurately reflected their needs and wishes.

Each person had a separate health assessment that detailed when regular visits to their GP, dentist, opticians and chiropodists were due. These assessments were presented in a pictorial form to enable the individual to understand and be involved in them.

People had individual activity plans that detailed regular activities that they wished to do inside and outside of the home. Although we also observed that activities were spontaneous to reflect people's wishes and needs. For example staff were observed assisting people to use the trampoline and ball pit in the garden.

We also looked at the daily records completed by staff for each individual and the communication book used for staff to pass on messages. These records gave clear details of how staff were meeting people's needs each day.

One person whose records we looked at had a small pressure ulcer on their ankle. Staff told us that they had been shown by a health professional how to apply the dressing and what signs to look for to manage the condition in between visits from the district nurse. We saw records of how staff and the district nurses were managing the ulcer in the daily notes for that person and the communication book. We also saw notes of staff meetings where this person's care needs had been discussed and information about the pressure ulcer were communicated. The provider may find it useful to note that there was no information recorded in the individual's care plan about the pressure ulcer.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this 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 spoke with people who live in the home but their feedback did not relate to this standard.

However, we observed interactions between staff and people living in the home. These interactions showed that staff had the knowledge and experience to support people in their choices about their daily living whilst also helping people to understand how their choices might impact on others.

Other evidence

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

We looked at records that confirmed that staff had completed training in the safeguarding of vulnerable adults which included Mental Capacity Act 2005 training and Deprivation of Liberty Safeguards training.

Staff we spoke with told us that they had attended safeguarding training and knew how to recognise and report abuse.

Staff also confirmed they would feel comfortable raising any concerns with the manager and the owners of the home.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

One relative we spoke with told us the staff were very good. The relative said, "They do so much with them".

Staff we spoke with and observed showed that they had good knowledge of the people they supported. They were seen responding to each person respectfully, with good humour and in a manner appropriate to each individual's needs.

Other evidence

We spoke with three members of staff and they confirmed that they had received the relevant training for their role. We looked at training records and these showed that staff had completed appropriate training. The training provided included: Infection control, medication, nutrition, first aid, dementia, challenging behaviour and manual handling.

Staff told us that there were good opportunities for training and if they requested any additional training this was arranged. Staff also told us that they had regular supervision, yearly appraisals and the manager and owners were always available to support them.

The service had employed an apprentice to work at the home. The apprentice told us that they had been given all the training and support they needed and because they worked in addition to the normal number of staff they were able to spend time talking with people and carried out extra activities.

Staff meetings were held monthly and we looked at the notes of the last two meetings.

The notes showed that these meetings were used to communicate any changes to people's needs and to keep staff informed of any other changes in the home.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this 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 spoke with people who live in the home but their feedback did not relate to this standard.

Other evidence

We looked at the systems that the provider had in place to monitor the quality of the service.

The service carried out yearly surveys of the people living in the home, their relatives and professionals who visit the home. People were asked questions about the food, personal care, staff and daily living. People living in the home were given questionnaires with pictures. We saw the results of the last two years and most answers were rated as excellent. Comments were made about how the daily care was centred on people's wishes.

Residents' meetings were held monthly and we saw the notes of the last two meetings. The meetings discussed recent events and holidays that had happened and discussed plans for future events.

One of the owners of the home worked regularly alongside staff to maintain knowledge of the people living there as well as being able to monitor staff and their practice.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of

service that people receive.

The provider was meeting this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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