

Review of compliance

Tealk Services Limited The Beeches (Seven Kings)	
Region:	London
Location address:	45 Norfolk Road Seven Kings Ilford Essex IG3 8LH
Type of service:	Care home service without nursing
Date of Publication:	February 2012
Overview of the service:	The Beeches is registered to provide personal care and accommodation to younger adults with a history of mental illness, who need support to live in the community. The home is situated in a residential area in the London Borough of Redbridge. It is within easy reach of a wide range of local shops and the main town centre in Ilford which is accessible by public transport.

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

Our current overall judgement

The Beeches (Seven Kings) 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 15 December 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 that they enjoyed living at the Beeches because they were supported to do the things that they wanted to do. One person told us, "Everything is good here, I get support from the staff who are excellent and I make the choices that I like." This person also told us that they received good support to access healthcare services in the community to meet their needs. Another person told us, "Staff are good, they listen to you. They made me better here. I didn't know where I was before I came here. This is a good home." All the people we spoke with were positive about the service they received at the Beeches.

People told us that the staff treated them with respect and that they were always available to help them when they needed it.

What we found about the standards we reviewed and how well The Beeches (Seven Kings) 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 who use this service are treated with respect. They are supported to make decisions about their care and support and how the home is run.

Overall The Beeches was meeting this essential standard.

Action

The provider is compliant with outcome 1: Respecting and involving people who use services.

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

People who use this service receive safe and appropriate care, treatment and support that meet their needs and protect their rights.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 4: Care and welfare of people who use services.

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

People who use this service are protected from abuse or the risk of abuse, because of the systems and practices that are in place at the Beeches.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 7: Safeguarding people who use services from abuse.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

Medicines prescribed to people were appropriately administered in a safe and timely manner.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 9: Management of medicines.

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

Staff at the home receive the support and guidance they require in order to meet the needs of the people they care for.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 14: Supporting workers

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 who use this service are asked for their views, these are listened to and acted upon as far as possible. They benefited from a service that was closely monitored by the provider to ensure that it was safe and met people's individual needs.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 16: Assessing and monitoring the quality of service provision.

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 told us that they were treated with dignity and respect. They also told us that staff involved them in all aspects of their care, which was recorded in their care plans. One person told us, "Staff involve me in my care plan and they explain things to me. I am also involved in my reviews and sign my care plan."

We saw that people were consulted about various aspects of their care and support during the course of our visit, which included medication, activities in the community and arrangements for meals. Staff were also observed knocking on people's doors before entering their rooms. Hence people's rights and their dignity were respected by staff working in the home.

Other evidence

There were systems in place to involve people in their care, treatment and life in the home. Each person had a care plan which they signed as evidence of their agreement and involvement in it. The care plans recorded people's choices and objectives, along with the actions that staff should take to promote their independence and well-being. People also attended weekly meetings and took part in quality assurance surveys. Therefore they had a say about how the home was run.

We looked at people's records and saw that each person had a weekly activity plan. We saw that it was different for each person. In each case people were supported to use community resources and pursue their own interests. One person went to a day centre regularly which they enjoyed. Another went to church daily and a third enjoyed working at a charity shop in the community. Hence, people were supported to engage with their community in a way that they enjoyed.

Our judgement

People who use this service are treated with respect. They are supported to make decisions about their care and support and how the home is run.

Overall The Beeches was meeting this essential standard.

Action

The provider is compliant with outcome 1: Respecting and involving people who use services.

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

People told us that they were happy with the services provided by the home. They informed us that they were involved in their assessments and in developing their care plan, which they signed. We spoke to two people about their care plans and they were aware of their individual goals and aspirations.

One person spoken to said, "They involve me in my care plan and they explain things to me. I am also involved in my reviews and sign my care plan."

Other evidence

We looked at two care plans for people using the service. They contained detailed assessments of people's needs including their cultural, health and social care needs. Each care plan had short and long term objectives, which were reviewed and updated regularly as people's needs changed. Care plans also outlined people's medical, mental or clinical health condition and identified the care and support they needed to treat these.

Risk assessments were in place for each person and they were linked to people's care plans. They were regularly updated and ensured that people's independence was promoted in a safe manner. Critical indicators and actions to be taken, were in place for when a person showed signs of relapse from their mental illness. This enabled staff to make timely interventions to prevent people from becoming distressed and/or being re-admitted to hospital. We spoke to staff on duty, who demonstrated a sound understanding of people's needs including their specialist mental health needs.

We saw that records were kept of all people's appointments with health and social care professionals. The records also contained the outcomes of each appointment. People were supported to see their GP, optician, community psychiatric nurse, psychiatrist, chiropodist, dentist and diabetic nurse where required. People were also supported to attend their Care Programme Approach (CPA) reviews in which their overall progress in relation to their mental health problems, were reviewed. People were therefore well-supported to take part in their care, treatment and support at the Beeches.

Our judgement

People who use this service receive safe and appropriate care, treatment and support that meet their needs and protect their rights.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 4: Care and welfare of people who use services.

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 using the service told us that they enjoyed living at the Beeches, as they were supported to do things that they want to do. We saw that people were quite relaxed throughout the course of our visit. Staff engaged with people in a respectful manner. They also told us that they felt able to raise concerns if they were unhappy about any aspect of the service.

Other evidence

Staff told us that they would talk to the manager or a senior person at the home if they had concerns about people's safety and welfare. They told us that they had completed safeguarding training and we saw records to confirm this.

The home had safeguarding policies and procedures which staff were aware of.

Hence, they were aware of safeguarding issues and their responsibilities with regards to safeguarding people who used the service.

Staff had completed Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards training. We spoke to two staff on duty who demonstrated a sound understanding of their role in promoting people's rights and best interests.

Our judgement

People who use this service are protected from abuse or the risk of abuse, because of the systems and practices that are in place at the Beeches.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 7: Safeguarding people who use services from abuse.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People told us that they were happy with the way medicines were administered at the home and that the medication they were taking had been explained to them as well as any possible side effects of the medication.

Other evidence

We discussed the medication administration procedure with the manager, staff and people using the service. Policies and procedures for the handling and recording of medicines were in place.

All medication coming into the home was recorded. Medication was stored in a cabinet which was fixed to the wall. The manager and a member of staff confirmed that all staff had received up to date medication administration training and that only those staff who were competent were allowed to administer medication. A list of signatures of staff trained to administer medication was kept on the medication file.

Each person had a medication profile which included their photograph, their current medication and other relevant information. This was good practice and helped to reduce the risk of medication errors.

Processes were in place for all aspects of medicines management including purchasing, dispensing and preparing, administering and monitoring people's medication so that people who used the service had their medicines at the times they needed them, and in a safe way.

Our judgement

Medicines prescribed to people were appropriately administered in a safe and timely manner.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 9: Management of medicines.

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

People told us that staff responded well to their needs . "The staff are good here. They listen to you, they made me better here."

Staff on duty told us that they received regular supervision and appraisals to enable them to carry out their roles safely.

Other evidence

Staff we spoke said that they had received induction training. We saw training certificates on staff files which indicated that staff had attended appropriate training for their roles and responsibilities thus enabling them to competently carry out their role.

Staff told us that they received regular supervision, giving them the opportunity to talk through any issues about their role and about the people they provided care to.

Our judgement

Staff at the home receive the support and guidance they require in order to meet the needs of the people they care for.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 14: Supporting workers

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

People told us that they were asked about various aspects of the service in their weekly meetings as well as in surveys. They also told us that they felt able to raise concerns if they were unhappy about any aspect of the service.

Other evidence

We saw records of weekly house meetings with people using the service. There was evidence that people spoke about various aspects of the service.

We saw records of monthly monitoring visits carried out by the provider. The reports of these visits covered the relevant areas and listed any improvements or changes that were needed to the service.

The service also carried out service user satisfaction surveys and the manager told us that they continually had discussions with people using the service and their relatives to seek their views and opinions. Any suggestions made were listened to, so that they could learn from these and improve the service.

We noted that regular health and safety checks were carried out and any maintenance issues identified were addressed to ensure the continued safety of both staff and people using the service.

Our judgement

People who use this service are asked for their views, these are listened to and acted upon as far as possible. They benefited from a service that was closely monitored by the provider to ensure that it was safe and met people's individual needs.

Overall The Beeches was meeting this essential standard.

The provider is compliant with outcome 16: Assessing and monitoring the quality of service provision.

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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