

Review of compliance

Mrs Philomena Chikwendu Okoron-Kwo
Fouracres Care Services

Region:	London
Location address:	47 Fouracres Enfield Middlesex EN3 5DR
Type of service:	Care home service without nursing
Date of Publication:	April 2012
Overview of the service:	Fouracres is a small home registered to provide a service to four adults who have a learning disability. Ms Philomena Chickwendu Okoron-Kwo owns the service. The home is located close to shops and public transport links. There is no registered manager or the service.

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

Our current overall judgement

Fouracres Care Services was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 because concerns were identified in relation to:

Outcome 12 - Requirements relating to workers

Outcome 13 - Staffing

Outcome 14 - Supporting staff

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 12 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 observed that staff knew how to care for people. People said to us that staff were generally available to help them. However, it was not possible to confirm that sufficient staff were always available to meet the needs of people do use the service. We saw staff knew how to meet people's needs.

What we found about the standards we reviewed and how well Fouracres Care Services was meeting them

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People felt confident that staff were suitable to meet their needs. Appropriate recruitment checks had been undertaken to maintain their safety. Overall, we found Fouracres Care Services was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People said to us that staff were generally available to help them. However, it was not possible to confirm that sufficient staff were always available to meet the needs of people who use the service. Sufficient staff may not be available at all times to ensure the safety and welfare of people who use the service.

Overall, we found Fouracres Care Services that was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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

Staff had the skills needed to support people effectively. People received the care they needed from competent staff. Overall, we found Fouracres Care Services was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

We observed the staff knew how to care for people. Staff listened and explained how they would be supporting them. People were relaxed when staff assisted them, and were confident that staff would treat them with respect.

Other evidence

Staff told us that they had been through a thorough recruitment process. This had included the completion of an application form, references and a criminal records check (CRBs). We found that all recruitment records were complete. People were supported by staff that had been through a detailed recruitment process.

Our judgement

People felt confident that staff were suitable to meet their needs. Appropriate recruitment checks had been undertaken to maintain their safety. Overall, we found Fouracres Care Services was meeting this essential standard.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People said to us that staff were generally available to help them. Staff spent time talking with people.

Other evidence

Two staff were on duty at the time of the inspection. Staff told us that three staff could be on duty to help people who use the service access the local community and activities. We looked at the rota, this showed that only two staff were on in the morning and the afternoon. The provider had told us that one of the people who use the service was being reassessed as they needed two members of staff to accompany them when they were outside of the service. Staff spoken to were not clear about the support this person needed to access the community safely. The person's risk assessment and care plan had not been updated to show that they needed this support. It was therefore not possible to confirm that sufficient staff were always available to meet the needs of people use the service.

After the inspection we spoke with the provider who told us that she was preparing a report to the local authority for additional funding so that the person could receive the level of staff support they needed. The provider confirmed that three staff would be on in the morning and afternoon. Sufficient staff need to be available to ensure people's safety.

Our judgement

People said to us that staff were generally available to help them. However, it was not

possible to confirm that sufficient staff were always available to meet the needs of people who use the service. Sufficient staff may not be available at all times to ensure the safety and welfare of people who use the service. Overall, we found Fouracres Care Services that was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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 saw staff knew how to meet people's needs. Staff knew how to support people.

Other evidence

The staff training matrix showed that staff had been trained in mandatory areas, such as manual handling, administration of medication and food hygiene. Training records also showed that staff had completed training in managing challenging behaviour and national vocational qualifications.

Our judgement

Staff had the skills needed to support people effectively. People received the care they needed from competent staff. Overall, we found Fouracres Care Services was meeting this essential standard.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 22 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 13: Staffing
	<p>Why we have concerns:</p> <p>People said to us that staff were generally available to help them. However, it was not possible to confirm that sufficient staff were always available to meet the needs of people who use the service. Sufficient staff may not be available at all times to ensure the safety and welfare of people who use the service.</p> <p>Overall, we found Fouracres Care Services that was meeting this essential standard but, to maintain this, we suggested that some improvements were made.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 28 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

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

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Author	Care Quality Commission
Audience	The general public
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