

Review of compliance

Moonesswar Jingree Sunlight House	
Region:	London
Location address:	412 Hillcross Avenue Morden Surrey SM4 4EX
Type of service:	Care home without nursing
Publication date:	May 2011
Overview of the service:	<p>Sunlight House is a small home providing accommodation and support for up to four people with learning disabilities with associated challenging behaviour and mental health problems.</p> <p>The service is in a residential area of Morden close to public transport links, local shops and leisure and recreation facilities.</p> <p>The owner is also the registered manager.</p>

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

What we found overall

We found that Sunlight House was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 the 3rd March 2011, observed how people were being cared for, talked with people who use the service, talked with staff and the manager, checked the provider's records, and looked at records of people who use services.

The provider completed an application to make sure that their registration with the Care Quality Commission (CQC) continued in 2010. This gave us some information about how the service operates and is called the transition application in this report.

What people told us

People who use the service said that they are happy living at the home. They have all they need in their rooms. They feel staff listen and respond to their needs. They have meetings and opportunities to comment about the care and support they receive. People feel there are enough staff to meet their needs. They are aware how to make a complaint although have not had anything to complain about. People made positive comments about the food, saying 'the food is good'. People told us that they have enough to do during the day.

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

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

- Overall, we found that Sunlight House was meeting this essential standard. This is because people who use the service can express their views and have them taken into account in the way they receive care and support. People's privacy, dignity and independence is respected.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

- Overall, we found that Sunlight House was meeting this essential standard. This is because there are systems in place to gain people's consent to care and treatment.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

- Overall, we found that Sunlight House was meeting this essential standard. This is because people who use the service receive person centred, safe and appropriate care and support that meets their needs and protects their rights.

Outcome 5: Food and drink should meet people's individual dietary needs

- Overall, we found that Sunlight House was meeting this essential standard. This is because people are supported to eat the food they like and are encouraged to maintain a healthy and balanced diet.

Outcome 6: People should get safe and coordinated care when they move between different services

- Overall, we found that Sunlight House was meeting this essential standard. This is because the service cooperates with other providers and health services to ensure people who use the service receive safe and co-ordinated care.

Outcome 7: People should be protected from abuse and staff should respect their human rights

- Overall, we found that Sunlight House was meeting this essential standard. This is because people who use the service are kept safe because staff understand what constitutes abuse and know what they need to do if they have concerns.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

- Overall, we found that Sunlight House was meeting this essential standard. This is because the home is clean and appropriate measures are in place for infection control.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

- Overall, we found that Sunlight House was meeting this essential standard. This is because people who use the service get their medication at the time they need it, in a safe way because staff follow appropriate procedures.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

- Overall, we found that Sunlight House was meeting this essential standard. This is because people live in a safe accessible home.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

- Overall, we found that Sunlight House was meeting this essential standard. This is because policies and procedures are in place to protect the health and welfare of people who use the service and staff. Suitable equipment is available.

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

- Overall, we found that Sunlight House was meeting this essential standard. This is because the provider has effective staff recruitment procedures and carries out the required checks to ensure people living there are safe.

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

- Overall, we found that Sunlight House was meeting this essential standard. This is because people's needs are met by sufficient staff who have the right training, knowledge and experience.

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

- Overall, we found that Sunlight House was meeting this essential standard. This is because staff have access to training, supervision and support to help them meet the needs of people who live there.

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

- Overall, we found that Sunlight House was meeting this essential standard. This is because systems are in place to monitor and develop the quality of the service.

Outcome 17: People should have their complaints listened to and acted on properly

- Overall, we found that Sunlight House was meeting this essential standard. This is because people who use the service can be sure that their comments and complaints are listened to and acted upon.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

- Overall, we found that Sunlight House was meeting this essential standard. This is because records are securely stored, up to date and fit for purpose.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
People who use the service said they have meetings and feel that staff listen to them. One person said that they came to visit and were fully involved in the decision to move in.

Other evidence
The provider told us in their transitional application that they complete assessments and seek peoples likes and dislikes before they move in. They involve people fully in the process of moving in, from pre admission visits, meetings and reviewing placements to ensure the service meets the individual's needs. The services provided are based on the individuals need and their cultural background.

Our judgement
People who use the service can express their views and have them taken into account in the way they receive care and support. People's privacy, dignity and

independence is respected.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
People told us they have meetings and opportunities to speak with staff about the care and support they receive.

Other evidence
Care plans detail the care and support individuals need and daily records confirm people receive the care they require.

Our judgement
There are systems in place to gain people’s consent to care and treatment.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People said they have regular meetings. One person was not sure if they have a care plan but said they see their key worker regularly and discuss their care needs, activities and things to do.
People said they are involved in household tasks which they feel is fair. People told us they go out to various activities of their choice during the day, evenings and at weekends. One person said they have enough to do.

Other evidence
During our visit people were out and they were going to a concert in the evening. The provider told us that people are involved in different activities depending on their needs and choices and said the service helps people live fulfilling lives.

We saw detailed care plans, developed from assessments that include all the information staff need to provide appropriate care and support. Care plans include appropriate risk assessments. People have identified goals they want to achieve. Care plans and daily records detail progress individuals have made in achieving their goals. We saw care plans have been reviewed and updated as required. People’s health needs are recorded with records maintained of all appointments

with health care professionals.

Our judgement

People who use the service receive person centred, safe and appropriate care and support that meets their needs and protects their rights.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
Peoples comments about the food included: 'the food is good', 'staff cook' and 'I can have an alternative if don't like what is on menu'.
People confirmed they are involved in cooking and meal preparation.

Other evidence
The provider told us that the service provides a four weekly repeating menu that takes into account peoples cultural, religious and dietary needs. We saw the menu to be varied to meet people's different needs. Records are kept of the meals provided to ensure they have a balanced diet.

The provider told us that people are supported to be involved in meal preparation, to develop their skills. Care plans and daily records confirm this.

Our judgement
People are supported to eat the food they like and are encouraged to maintain a healthy and balanced diet.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People said staff are available to take them to doctors and appointments with other health professionals.

Other evidence
The provider told us that they work with other health and social care professionals as required to meet individual's needs. Care plans and daily records evidence appointments with health care professionals and any actions for staff.

Our judgement
The service cooperates with other providers and health services to ensure people who use the service receive safe and co-ordinated care.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
People told us that they feel safe living at the home and have no issues.

Other evidence
There have not been any safeguarding concerns in the last year. The provider told us that there had been one assessment for deprivation of liberty safeguards in the last two years.

Staff have completed the local authorities training for the protection of vulnerable adults. There are appropriate policies and procedures in place with clear directions for staff to follow should there be any concerns.

Our judgement
People who use the service are kept safe because staff understand what constitutes abuse and know what they need to do if they have concerns.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
People said they are involved in cleaning tasks around the home.

Other evidence
We saw all areas of the home to be clean and fresh. Cleaning schedules are in place to ensure the home is kept clean.
The provider has information from the Health Protection Agency regarding infection control and a member of staff has been designated lead for infection prevention and control.

Our judgement
The home is clean and appropriate measures are in place for infection control.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us
People who use the service did not make any comments about this outcome area.

Other evidence
Medication is securely stored with good records kept of medication received at the home, administered and disposed of. We saw that medication has been administered as prescribed from 'blister' packs supplied by the pharmacist. The 'as required' medication for one person needs more detail for staff for when it should be used.

Our judgement
People who use the service get their medication at the time they need it, in a safe way because staff follow appropriate procedures.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us
People said they have all they need in their rooms. They also said there are lots of activities to do here.

Other evidence
We saw that the home is comfortable and homely in appearance. A communal lounge, dining room, kitchen and laundry facilities are on the ground floor.

Bedrooms are single and we saw that these have been personalised to individuals taste and preference. Two bedrooms have an ensuite shower and toilet.

There is a large garden with a games room.

Our judgement
People live in a safe accessible home.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us
People who use the service did not make any comments about this outcome area.

Other evidence
We saw appropriate equipment to meet the needs of the people who currently live at Sunlight House. Health and safety checks are up to date and equipment is checked at the required times.

Our judgement
Policies and procedures are in place to protect the health and welfare of people who use the service and staff. Suitable equipment is available.

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
People told us they feel staff listen and help. People said ‘there are enough staff to meet my needs’.

Other evidence
We saw that all the appropriate checks are completed on staff before they start work at the home. These checks include a Criminal Records Bureau (CRB) check, two written references and proof of the persons identity. Staff confirmed that they completed an application form, attended an interview, completed a CRB form and knew the provider had taken references from previous employers.

Our judgement
The provider has effective staff recruitment procedures and carries out the required checks to ensure people living at Sunlight House are safe.

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 who use the service did not make any comments about this outcome area.

Other evidence
We saw the staff rota showing there are three or four members of staff at the home during week days with three staff at weekends. Two staff are asleep but on call at the home at night. We saw these staff levels to be appropriate to meet the needs of the people who currently live there.

We saw some good interactions between staff and people who use the service. Staff demonstrated a good knowledge of peoples needs and how to meet them.

Our judgement
People’s needs are met by sufficient staff who have the right training, knowledge and experience.

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
People who use the service did not make any comments about this outcome area.

Other evidence
The provider told us staff have access to mandatory training at the home and through courses supplied by the local authority. We saw records confirming staff have completed training in risk assessment, report writing, working with people who present challenging behaviour, moving and handling, health and safety and infection control.
Staff told us they have regular supervision and are supported to do their job.

Our judgement
Staff have access to training, supervision and support to help them meet the needs of people who live at Sunlight House.

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
One person told us that they get asked if everything is alright.

Other evidence
The provider told us they have monthly meetings with people who use the service. They send out surveys to people who use the service and their relatives or representatives every year and use feedback from these to improve the services provided.
In the transition application the provider provided good evidence of changes made to the support and services provided following consultation with people who live at the home.

Our judgement
Systems are in place to monitor and develop the quality of the service.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us
One person said they had not made a complaint but would speak to staff or the manager if they needed to.

Other evidence
There is a complaints procedure which is included in the Statement of Purpose that is given to people who use the service and their relatives or representatives. There have not been any complaints made to the home, to the CQC or the local authority about the care and support provided at the home.

Our judgement
People who use the service can be sure that their comments and complaints are listened to and acted upon.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us
People who use the service did not make any comments about this outcome area.

Other evidence
We saw records contain clear detailed information, be kept in good order and stored securely. Care plans and risk assessments are updated when required.

Our judgement
Records are securely stored, up to date and fit for purpose.

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
none		
	Why we have concerns:	

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 within 14 days of this report being received.

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

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
none		
	How the regulation is not being met:	

The provider must send CQC a report that says what action they are going to take to achieve 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 14 days of this report being received.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance 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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