

Review of compliance

<p>Dimensions (UK) Limited Dimensions - 95 New Wokingham Road</p>	
Region:	South East
Location address:	95 New Wokingham Road Crowthorne Bracknell Berkshire RG45 6JN
Type of service:	Care home service without nursing
Date of Publication:	February 2012
Overview of the service:	<p>Dimensions - 95 New Wokingham Road provides accommodation for up to four people who require personal care and who have learning disabilities. The home is a detached house and is a short drive from Wokingham and Bracknell town centres. A range of local amenities and shops are easily accessible within walking distance. The home has its own vehicle and there is</p>

	good access to public transport.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Dimensions - 95 New Wokingham Road 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 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 11 January 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

At the time of this review there was only one person living at the home. During our visit the person spoke with us and helped us with our inspection. All of the person's responses to our questions about their life at the home were positive. However, in order to protect the person's right to confidentiality, we are not reporting details of what we were told.

What we found about the standards we reviewed and how well Dimensions - 95 New Wokingham Road 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

We found that the person living at the home is treated with respect and that they are encouraged and supported to be involved in their local community.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential standard.

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

We found that the person living at the home receives effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential standard.

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

We found that the person living at the home is protected from the risks of harm because the staff know how to recognise abuse and how to act if they have any concerns.

Overall, we found that Dimensions - 95 New Wokingham Road 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

We found that the health and safety of the person living at the home is safeguarded because the service ensures there are enough staff to meet the person's need.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential 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

We found that the person living at the home, and their relatives, have opportunities to contribute their views about the quality of the service. The provider has a system for monitoring the person's views and improving the service as a result.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential standard.

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

We found that the person living at the home is protected because the provider maintains up to date and accurate records in relation to the management of the service.

We found that the person living at the home receives appropriate care and treatment because the staff have an in depth and accurate knowledge of the person's needs and goals but the person's personal records, although mostly up to date, do not always reflect the most recent information.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 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 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

We are not reporting what the person living at the home told us to protect their right to confidentiality.

Other evidence

During our visit we were shown around the home. We saw that all private accommodation was provided in single rooms and that all personal care was carried out behind closed doors. Staff always asked permission before entering the private room of the person living at the home. Wherever possible staff involved the person living at the home in the inspection process, for example by asking the person to show us around the home, rather than staff showing us themselves.

Staff explained to us the different ways the person living at the home made choices on a day to day basis and their care plan had detailed lists of the person's likes and dislikes and the way they preferred things to be done.

We saw that the person living at the home was very much involved in the day to day running of the home, was fully included in everything that was taking place and, wherever possible, made decisions on the times that things happened.

Staff we spoke with gave examples of how they supported the person living at the home to remain as independent as possible, and clearly understood the importance of doing things the way the person wanted them done.

We saw that the person living at the home was involved in the local community with support from the staff on duty. We saw that daily activities were very flexible with the person living at the home choosing each day what they would like to do, either inside or outside the home. The home had its own transport to enable the person living at the home to easily access areas of the local community that were too far to walk to.

Our judgement

We found that the person living at the home is treated with respect and that they are encouraged and supported to be involved in their local community.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential 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 are not reporting what the person living at the home told us to protect their right to confidentiality.

Other evidence

During our visit we looked at the care plan for the person living at the home. We found that the plan was well written and was based on a thorough assessment of the person's needs. The care plan also contained up to date risk assessments that included clear guidance to staff on actions they needed to take to reduce or remove the risk of harm to the person without restricting their independence.

The care plans documented the person's wishes and preferences in relation to how their care was provided, how they liked to spend their time and how they preferred to be supported. It was evident from the care plan that the home had a close working relationship with the local community health team and that their advice was sought when appropriate.

We saw that the care plans and risk assessments were reviewed by the person's key worker and that annual reviews take place that include the person living at the home, their relatives, their care manager, their key worker and either the home manager or a senior support worker. We saw the notes and plans from the person's last review and saw that the person's goals agreed at that review were central to the support being provided by the staff.

We saw that staff supported the person living at the home to attend healthcare appointments for routine check ups or treatment. The manager and staff were in the process of developing an individual health action plan for the person living at the home and told us they expected the plan to be completed by the end of January.

Staff we spoke with told us that they kept up to date by reading the care plans and that any changes were also highlighted verbally during the shift handover meetings each day, in staff meetings and in the staff daily communication 'read me' file.

Our judgement

We found that the person living at the home receives effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential 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 are not reporting what the person living at the home told us to protect their right to confidentiality.

Other evidence

During our visit, staff we spoke with knew how to recognise the signs of abuse and told us they would report any safeguarding concerns to the registered manager or person in charge. Staff were aware of the Berkshire Safeguarding Adults Policy and Procedure and we found that the home's own safeguarding policy was in line with the local authority procedure.

We saw training records that showed that all staff had received training in safeguarding adults, this was confirmed by the staff we spoke with during our visit. Staff spoken with were also aware of the company's whistleblowing procedure and told us that they would feel comfortable using the process should the need arise.

The manager demonstrated a good understanding of the rights of the person living at the home to make their own decisions and had attended training in the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards.

Our judgement

We found that the person living at the home is protected from the risks of harm because the staff know how to recognise abuse and how to act if they have any concerns.

Overall, we found that Dimensions - 95 New Wokingham Road 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

We are not reporting what the person living at the home told us to protect their right to confidentiality.

Other evidence

The staff team consisted of the registered manager, one senior support worker and five support workers.

The staff rota evidenced that staff were provided in sufficient numbers to meet the personal, social and health care needs of the person living at the home. The early shift was from 7am to 2.30pm, the afternoon/evening shift was from 2pm to 9.30pm and the night shift was from 9.15pm to 7.15am. We saw that there was one person working on each shift, with the night time shift being covered by waking night staff.

Staff we spoke with felt there were enough staff on duty at all times for them to meet the needs of the person living at the home, and that they were provided with training that enabled them to do their job safely and efficiently. Training records showed that all staff working at the home were up to date with their mandatory health and safety training as well as competency assessments in the administration of medication and training in safeguarding vulnerable adults.

Our judgement

We found that the health and safety of the person living at the home is safeguarded because the service ensures there are enough staff to meet the person's need.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential 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 are not reporting what the person living at the home told us to protect their right to confidentiality.

Other evidence

During our visit, we sampled a number of internal audit and monitoring reports and found they demonstrated that the provider had systems in place to assess and monitor the quality of the service they provided. The monitoring systems we sampled included: the monthly health and safety review; weekly hot water temperature records; annual portable electrical equipment checks; care plan 6 monthly reviews; weekly fire alarm test sheets and monthly checks of the fire system and equipment. We found those checks and audits to be accurate and up to date.

The manager explained that, as well as monitoring incident forms herself, any incidents occurring at the home were also reported to the regional director so that the provider had an overview and was able to monitor for any trends or patterns.

The person living at the home was able to express their views and make suggestions by talking directly to the manager, in the monthly 'people we support' meetings and in their monthly meetings with their key worker. The manager told us they have regular contact with the relatives of the person living at the home and we saw that they had been invited to, and attended, their relative's annual review meeting.

We found that the organisation carried out annual 'people we support' surveys, with the

results correlated by the head office and the outcomes fed back to the home manager.

Our judgement

We found that the person living at the home, and their relatives, have opportunities to contribute their views about the quality of the service. The provider has a system for monitoring the person's views and improving the service as a result.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential standard.

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

There are minor concerns with Outcome 21: Records

Our findings

What people who use the service experienced and told us

We are not reporting what the person living at the home told us to protect their right to confidentiality.

Other evidence

During our visit we saw that all the records we sampled relating to the management of the home were up to date and well maintained. All records were held securely to protect confidentiality.

As stated earlier in this report, the care plan for the person living at the home was well written and contained information that gave clear guidance to the staff on how to provide the care and support needed in the way the person preferred.

However, although the majority of the information in the person's care plan was up to date, we found some information that was not current. For example, the annual review action plan in the person's file was from July 2010, the new action plan and goals from the 2011 review had not been added to the file. Staff were able to find and show us the original notes from the 2011 review and from observations we made, and conversations with staff during our visit, we found that staff were working with the person living at the home towards achieving their new goals, despite those goals not being recorded or included in their care plan.

Our judgement

We found that the person living at the home is protected because the provider maintains up to date and accurate records in relation to the management of the service.

We found that the person living at the home receives appropriate care and treatment because the staff have an in depth and accurate knowledge of the person's needs and goals but the person's personal records, although mostly up to date, do not always reflect the most recent information.

Overall, we found that Dimensions - 95 New Wokingham Road was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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 20 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 21: Records
	<p>Why we have concerns:</p> <p>We found that the person living at the home is protected because the provider maintains up to date and accurate records in relation to the management of the service.</p> <p>We found that the person living at the home receives appropriate care and treatment because the staff have an in depth and accurate knowledge of the person's needs and goals but the person's personal records, although mostly up to date, do not always reflect the most recent information.</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 14 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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