

Review of compliance

<p>Dimensions (OWL) Limited Dimensions - 36 Harvey Road</p>	
Region:	London
Location address:	36 Harvey Road Whitton Hounslow Middlesex TW4 5LU
Type of service:	Care home service without nursing
Date of Publication:	August 2011
Overview of the service:	Dimensions – 36 Harvey Road is a care home registered to provide accommodation and personal care for up to five people who have a learning disability. The home is located close to local shops, cafes and public transport links.

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

Our current overall judgement

Dimensions - 36 Harvey Road was not meeting one or more essential standards. Improvements are needed.

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 1 August 2011, checked the provider's records, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

The people who live at 36 Harvey Road were not able to tell us how they felt about the service. However, we visited the home and observed how they were being supported. The staff were kind and caring. They offered them choices, told them what they were doing and respected their individuality.

We spoke to some of the staff, relatives of people who live at the home and other professionals who support people. They told us that they felt people's needs were met and that they were comfortable and safe at the home.

What we found about the standards we reviewed and how well Dimensions - 36 Harvey 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

People who live at the home are treated with respect and given support to express choices where they are able to.

Overall, we found that Dimensions - 36 Harvey Road was meeting this essential standard.

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

People who live at the home are given the support, care and treatment they need.

Overall, we found that Dimensions - 36 Harvey Road was meeting this essential standard.

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

There are suitable procedures designed to help protect people and keep them safe from harm. The staff are aware of and follow these procedures.

Overall, we found that Dimensions - 36 Harvey Road was meeting this essential standard.

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

People who live at the home have the medicines they need. There are appropriate systems to make sure this is safely stored, administered and recorded.

Overall, we found that Dimensions - 36 Harvey 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

People who live at the home do not always benefit from a permanent, dedicated staff team. However, they still receive a consistent approach to their care. People do not always have support to do the things that they want, when they want, because there are not enough staff available when they need them.

Overall, we found that improvements were needed for this essential standard.

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

People who live at the home are cared for by well trained and supported staff.

Overall, we found that Dimensions - 36 Harvey 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

People live in a well run home where quality is monitored and there is a plan for continuous improvement.

Overall, we found that Dimensions - 36 Harvey Road was meeting this essential standard.

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. Any regulatory decision that CQC takes 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 did not speak to the people who live at the home about this outcome. However, we saw that the staff treated them with respect and allowed them to make choices. There are procedures to make sure people's privacy is respected and we saw that staff followed these. People's individual religious and cultural beliefs, interests and preferences were recorded in their care plans. The deputy manager told us that some people were not able to express their choices. We saw that for these people there was detailed information about their known likes and dislikes with contribution from relatives and others who know them well.

Other evidence

Everyone has their own individual care plan. The deputy manager told us that she was developing these to include photographs and pictures so that they were more accessible to the people they were about. We saw that decisions about people's care were made by a multidisciplinary team of professionals and relatives where people were unable to express their choices.

There was an information board for people who live at the home telling them about the staff on duty and activities of the day.

We saw evidence that people's needs were monitored regularly. Changes in need or in their mood were recorded and action taken where necessary. Some people are visited by external professionals who promote intensive interaction, a way of supporting people to communicate and express themselves. Some of the staff have been trained in these techniques.

Our judgement

People who live at the home are treated with respect and given support to express choices where they are able to.

Overall, we found that Dimensions - 36 Harvey 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

A relative of someone who lives at the home told us that they thought the people living there were always well cared for. They said that people were always clean and well presented and that they lived in a nice environment. Another relative told us that the staff maintained positive relationships with people.

Some of the staff told us that they felt people did not always have enough to do and did not use the community as much as they should do.

We spoke to some of the health professionals who offer support to people at the home. They told us that they felt people were well cared for. They said that the staff followed their guidance and instructions; and that they helped make sure people were healthy.

Other evidence

We saw evidence that people's needs had been assessed and were recorded in care plans so that the staff knew how to support them. These plans were regularly reviewed. There was clear information to share with hospitals and other professionals so that they could support people in a consistent way. The risks and restrictions people experience had been assessed and other professionals had been involved in these assessments. Staff make records of people's health and wellbeing each day.

People who live at the home are supported by a number of other professionals and specialists. We saw evidence of their guidelines within care plans.

People's individual interests were recorded. People participate in a range of activities, including therapies and making use of the local community. Some of the staff and relatives we spoke to felt that people did not have enough opportunities to do all the things that they wanted.

Our judgement

People who live at the home are given the support, care and treatment they need.

Overall, we found that Dimensions - 36 Harvey 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 did not speak to people who live at the home about this outcome.

Other evidence

The organisation has procedures for safeguarding adults and whistle blowing. There was evidence that the staff had read and understood these. The service also has copies of the local authority procedures for safeguarding. All staff have received regular training in safeguarding adults.

All accidents and incidents were recorded and the organisation monitors these to prevent reoccurrence. The staff have been trained so that they know how to move people safely and how to use the equipment at the home. This training is regularly updated.

We saw that there was an emergency plan in place for the home and for each individual person living there. These plans gave staff instructions about how to manage certain emergency situations.

There was evidence that the staff worked with the local community team, other health professionals and the local authority to make sure people had their needs met.

There are procedures for the safe handling of people's money. The deputy manager discussed these with us and showed us records of expenditure and checks on people's money. We saw that records were accurate and the systems minimised the likelihood

of financial mismanagement.

Our records reflect that there have been no safeguarding incidents that have occurred at the service during the period since our last review.

The deputy manager told us that the staff had received training and information on the Mental Capacity Act 2005. Not everyone who lives at the home is able to give informed consent. We saw evidence that the staff worked with others to make sure people's best interests were represented and that a multidisciplinary team, including family representatives, made decisions about care and treatment.

Our judgement

There are suitable procedures designed to help protect people and keep them safe from harm. The staff are aware of and follow these procedures.

Overall, we found that Dimensions - 36 Harvey Road was meeting this essential standard.

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

We did not talk to anyone about their medicines on this occasion.

We witnessed one person being supported to take their medicines. The staff explained to the person what they were doing and followed medication procedures in a calm and appropriate way.

Other evidence

We saw evidence that all staff had received training in the medication procedures and administration. People who live at the home had individual medication profiles detailing their specific needs. All medication was correctly recorded and securely stored.

Medication administration records were accurate and up to date.

There were systems for regular checks and audits of the medicines at the home. These identified any problems. The supplying pharmacist also makes checks on storage and records.

The deputy manager demonstrated a good understanding of people's individual medication needs and told us that they had regular meetings with the GPs and other health care professionals to make sure people were receiving the right medication.

Our judgement

People who live at the home have the medicines they need. There are appropriate

systems to make sure this is safely stored, administered and recorded.

Overall, we found that Dimensions - 36 Harvey 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

There are moderate concerns with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

We did not speak to people who live at the home about staffing.

Some of the staff told us that they felt it was difficult to meet everyone's needs with the staffing levels at the home. Some of them said that because of staff vacancies the service used a high number of agency workers. They told us that because of high expenditure on agency support they did not feel there was enough money to spend on activities for the people who live at the home. A relative we spoke to told us that people did not always get the opportunity to do a variety of individual activities.

Other evidence

The deputy manager told us that there were a high number of staff vacancies and the service used a lot of temporary staff. She told us that most of these temporary staff worked at the home regularly and provided a consistent approach.

There was no manager at the time of our review because the registered manager had recently left the service. The organisation decided that a registered manager from another local care home would manage both services. They were due to start this role shortly after our review. In the meantime the deputy manager, who is experienced and has worked at the home for many years, was managing the service. She told us that she had the support she needed from the organisation.

The deputy manager told us that because of recent changes in people's needs, some of them needed two or three staff to support them to get washed and dressed in the

morning. Only three staff are working at the home each morning, therefore when one person is being supported by all three, the other people do not have any staff support. Because others need two members of staff to support them, the deputy manager told us that it often took several hours to get everyone ready for the day. On the day of our visit staff had started to support people to get out of bed at 7am and had finished giving everyone the personal care they needed at 10.30am. Therefore no other activity could take place until after 10.30am. The deputy manager told us that some people could not take part in their chosen activities, for example one person was unable to attend church each week, because it took so long for the staff to support everyone.

Our judgement

People who live at the home do not always benefit from a permanent, dedicated staff team. However, they still receive a consistent approach to their care. People do not always have support to do the things that they want, when they want, because there are not enough staff available when they need them.

Overall, we found that improvements were needed for this essential standard.

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 did not speak to people who live at the home about the support staff received. However, during our visit we saw that the staff appeared calm, confident and knowledgeable. They demonstrated skills in the way they supported people. The deputy manager was available to offer them advice and support as they needed this.

One relative we spoke to told us that they felt the team worked well together.

The staff told us that they felt supported. They said that they had the training and information they needed for their roles. One member of staff told us that other health professionals had visited the home and offered training so that they knew how to meet specific needs.

Other evidence

The deputy manager told us that all staff participated in a comprehensive induction into the organisation and the service. We saw evidence of this for a recently employed member of staff. We saw that they had been given information and training about their role, the service, individual people and the organisation's policies and procedures. There is a planned programme of training for all staff and we saw evidence that staff had regular training and updates when needed.

All staff have individual meetings with their manager and with the rest of the team. These were recorded. All the staff had annual appraisals where they discussed their skills and development with the manager.

The organisation has a range of policies and procedures designed to protect the staff rights and to guide them in their role. We saw evidence that the staff had signed that they had read and understood these. They told us that they knew how to access these on the organisation's intranet. The manager has also created a number of additional guides and information for staff about the service at the home.

The service was employing a high number of temporary staff at the time of our review. The manager told us that all temporary staff had a full induction into the home and took part in relevant training at the service. She said that the agency who employed them gave up to date information about additional training they had done. The deputy manager told us that all temporary staff took part in the team and individual meetings so that they had the same support and information as permanent staff.

Our judgement

People who live at the home are cared for by well trained and supported staff.

Overall, we found that Dimensions - 36 Harvey 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

People who live at the home could not tell us about their influence on the quality of the service. However, we saw that their wellbeing and expressed choices were monitored and recorded. The staff on duty gave them choices about the things they did on the day of our visit. Other people who we spoke to about the service, including relatives and health professionals, told us that they felt they could influence service developments and that their opinions were listened to and acted upon.

Other evidence

The deputy manager told us that there were a range of checks on quality and safety. We saw that these included regular checks on the environment, health and safety and equipment. There was also evidence that care plans, risk assessments and other information about people who live at the home were regularly reviewed. All incidents and accidents were recorded. There is a system to monitor these and prevent reoccurrence.

There is an appropriate complaints procedure and this is available to people who live at the home and other stakeholders. There have been no complaints since the last review of the service. There is a suggestion box in the hallway of the home and stakeholders are asked to complete annual quality satisfaction surveys. We saw records of the most recent quality surveys. These indicated that people were pleased with the service and felt that they could approach the staff team and manager with any concerns or recommendations for change.

The deputy manager told us that the staff team worked together to look at ways the service could continuously improve. We saw that these discussions took place in staff team meetings.

The deputy manager completes monthly reports about the service each person receives for the local authority, who also visit annually to conduct a quality audit. The organisation's area manager visits the home regularly, reports on their findings and any action the service needs to take to improve.

Our judgement

People live in a well run home where quality is monitored and there is a plan for continuous improvement.

Overall, we found that Dimensions - 36 Harvey Road was meeting this essential standard.

Action we have asked the provider to take

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
Accommodation for persons who require nursing or personal care	Regulation 22 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 13: Staffing
	<p>How the regulation is not being met: People who live at the home do not always benefit from a permanent, dedicated staff team. However, they still receive a consistent approach to their care. People do not always have support to do the things that they want, when they want, because there are not enough staff available when they need them.</p>	

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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