

Review of compliance

Dimensions 199 Doseley Road	
Region:	West Midlands
Location address:	199 Doseley Road Dawley Telford TF4 3BA
Type of service:	Accommodation for persons who require nursing or personal care
Publication date:	April 2011
Overview of the service:	<p>199 Doseley Road is registered with the Care Quality Commission to provide accommodation and personal care for a maximum of five adults with a learning disability.</p> <p>Dimensions (UK) Ltd is the registered service provider and the responsible individual is Mr Stephen Inch. The home does not currently have a registered manager.</p> <p>The home is located in Doseley, Telford approximately two miles from Telford Town Centre and offers access to local amenities and public transport. The property is detached and</p>

	<p>is in keeping with the local community.</p> <p>Accommodation is provided over two floors comprising a lounge, kitchen, dining room, conservatory, single bedrooms and an enclosed garden to the rear.</p> <p>People who use the service and their representatives are able to gain information about this service from the Statement of Purpose and Service User Guide.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that 199 Doseley Road 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 because concerns were identified in relation to:

- Safeguarding people who use services from abuse

Since November 2010 there have been seven incidents where people living at the home have been hurt or suffered harm. Four incidents resulted from staff not following care and support plans and three were as a result of one person hurting another. (One of these incidents involved a staff member). All incidents were fully investigated by the local multi agency safeguarding team and local social services department. Four were substantiated, two partly substantiated and one was not. As a result of these investigations the organisation worked with social care professionals to make changes within the home to protect people for the future. These incidents also prompted us to bring forward our review of the home.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 6 April 2011, observed how people were being cared for, talked with representatives of people who use service, talked with staff, talked with health and social care professionals, checked the provider's records, and looked at records of people who use services. We also asked the organisation to complete five Provider Compliance Assessments (self assessment tools that shows us how the home considers that it is

meeting the essential standards). Information provided to us was very detailed and fully explained how the home is delivering a good quality service.

What people told us

On the day of our visit to 199 Doseley Road we saw staff fully consulting and involving people in relation to what they were doing, what they wanted to eat and how and where they wanted to be supported. People responded positively to staff and made decisions that enabled them to remain in control of their lives. For example, one person was showing a staff member that they wanted to finish a drink and one person took a staff member to the kitchen to see if their food was ready to come out of the oven.

We were told by the manager and by relatives that people living at 199 Doseley Road would be unable to give consent to care and treatment. In order to ensure that people receive support that respects their rights and meets their needs the home works with family members, and health and social care professionals. Relatives told us that communication has improved in this area recently and they feel very involved and consulted where necessary. We were told by the manager that when people cannot consent the family are consulted. One relative said, "They are very good like that".

People living at 199 Doseley Road are currently enjoying a good quality of life, taking part in activities of their choice and being supported safely and competently. During our visit people were seen to be happy and welcoming. People were being supported discreetly and sensitively. From observations and discussions with staff it was evident that they were very aware of people's individual care and support needs and were confident to meet them.

When we visited the home we saw one person organising a snack and one person enjoying a favourite drink. Staff were aware of what foods people can and cannot eat.

A relative told us that the home has, "A good choice of menu and drinks are always on hand".

We did not speak with the people using the service about the way in which it safeguards people who use the services from abuse. However we were told that people's behaviours reflect how they are feeling. Everyone we spoke with said that people are now happy and enjoying a better quality of life. Incidents within the home have as a result greatly reduced.

People who spoke with us about the home said that it is currently very clean and well maintained. Relatives told us, "The home has been redecorated, deep cleaned and new furnishings purchased". They also said, "Cleanliness was an issue in the past and this has now been resolved".

During our visit we observed two staff administering medication to one person. Staff followed their procedure which was seen to offer numerous safeguards against error. The person receiving the medication decided where to be when receiving the

medication and also how to receive it. Staff accommodated these wishes discreetly and the person was visibly happy that they had been listened to.

Two people said, “Yes” they like their house. One person showed us some new bedding that they had purchased on the morning of our visit. One person was very proud to show us the recently redecorated lounge and in particular the new wide screen television.

Observations at the time of our visit suggested that staff have formed good relationships with the people they support. People were relaxed in staff’s company and confident to fetch or call staff to help them. We also saw sufficient numbers of staff available to offer individualised support in a timely manner. No one had to wait for assistance and staff had time to sit and talk with people after lunch. A relative told us that the home has, “Got some wonderful staff, loving and caring”.

We did not speak directly to people who use the service about how it assesses and monitors quality however we did speak with two relatives who told us that they receive surveys to complete in relation to the quality of the service provided and are now actively involved in regular meetings where they have the opportunity to share their views and experiences. These meetings have been welcomed by relatives who currently consider that they are listened to by the home.

Relatives told us that they have used the complaints procedure in the past and have been happy with the outcomes. Both said however that the difficulty within the home has always been sustaining the changes made as a result. Both felt hopeful that recent changes within the home, the staff team and the management team will ensure that improvements will now be maintained.

What we found about the standards we reviewed and how well 199 Doseley Road 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

People living at 199 Doseley Road are supported to understand the care, treatment and support choices available to them. People's views and experiences are taken into account and they have their privacy, dignity and independence respected enabling them to live their lives as they choose and with appropriate support.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People living at 199 Doseley Road are supported to give informed consent in relation to the care, treatment and support that they receive. This means that people are able to retain control of their lives as far as is possible. When people are unable to make such decisions the home ensures that a range of sources are used to make sure that any treatment or support is given in the person’s best interest, thus protecting the rights of the individual.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People using this service experience safe and appropriate care, treatment and support that meets their needs.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

The home has taken steps to ensure that people living at the home enjoy a varied and nutritious diet and that staff understand the importance of this in relation to maintaining people's good health.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People living at 199 Doseley Road benefit from the home working with outside agencies to ensure continuity of care and support.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People living at 199 Doseley Road can now feel confident that they will be protected from harm and abuse by better trained staff, vigilant relatives who now feel listened to and more effective care and support plans that staff are aware of and follow.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People living at 199 Doseley Road are protected by the home's proactive approach to ensuring all areas are clean and opportunities for cross infection are minimised.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People are protected by safe systems within the home for the administration, storage and recording of medications prescribed for their use.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

Recent improvements to the home have made 199 Doseley Road a nicer place to live.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

Staff are trained to use equipment safely ensuring people's comfort and protection.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People who live at 199 Doseley Road can have confidence in the staff at the home because checks have been done to make sure that they are suitable to support them and they are well trained to enable them to meet people's needs safely and effectively.

- Overall, we found that 199 Doseley 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 receive safe and appropriate support from an effective staff team that are available in sufficient numbers to ensure people lead full and active lives.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

Effective support for staff enables people living at 199 Doseley Road to be safe and have their health and welfare needs met by a competent team.

- Overall, we found that 199 Doseley 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 living at 199 Doseley Road now benefit from safe care and support due to the effective management of risks within the home and ongoing quality monitoring ensures that people's views about the service are now listened and responded to.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People living at 199 Doseley Road and their representatives are confident that their comments and complaints are listened to and acted upon and for the future are hopeful that changes made will be sustained to ensure people continue to receive a good quality service.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

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

People living at 199 Doseley Road can be confident that their records are accurate, up-to-date and confidential. This ensures the privacy of the person while enabling staff to provide continuity of care.

- Overall, we found that 199 Doseley Road was meeting this essential standard.

Action we have asked the service to take

We have not asked the service to take any action as a result of this report.

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
On the day of our visit to 199 Doseley Road we saw staff fully consulting and involving people in relation to what they were doing, what they wanted to eat and how and where they wanted to be supported. People responded positively to staff and made decisions that enabled them to remain in control of their lives. For example, one person was showing a staff member that they wanted to finish a drink and one person took a staff member to the kitchen to see if their food was ready to come out of the oven.

Other evidence
We asked the organisation to complete a Provider Compliance Assessment (a self assessment tool that shows us how the home considers that it is meeting the essential standards). They provided us with very detailed information that evidenced that the home is complying with this outcome. They also identified some further improvements that they would like to make. They told us, “Accessible guides

are used to give information about the range of support available, and how we promote privacy, dignity and human rights”.

We spoke with relatives of two of the four people living at the home and they both said that staff respect and involve people living at the home, enabling them to make choices and decisions about all aspects of their lives.

Staff told us that they always offer informed choices and observations supported this on the day of our visit. People’s likes and dislikes are recorded in care plans and activities are arranged using this information meaning that people can access community based and in house activities that they like and enjoy. Care plans also detail how people prefer to have their care and support needs met. Family members, health and social care professionals all told us that they take part in developing care plans and risk assessments that identify safe and person centred support. Staff told us that these plans are very good and provide them with sufficient information to do their jobs effectively.

Our judgement

People living at 199 Doseley Road are supported to understand the care, treatment and support choices available to them. People's views and experiences are taken into account and they have their privacy, dignity and independence respected enabling them to live their lives as they choose and with appropriate support.

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
We were told by the manager and by relatives that people living at 199 Doseley Road would be unable to give consent to care and treatment. In order to ensure that people receive support that respects their rights and meets their needs the home works with family members, and health and social care professionals. Relatives told us that communication has improved in this area recently and they feel very involved and consulted where necessary. We were told by the manager that when people cannot consent the family are consulted. One relative said, "They are very good like that".

Other evidence
Care and support records are very detailed and are drawn up after consultation with health and social care professionals. This arrangement enables the home to identify what actions are in people's best interests. All professionals who spoke with us said that they had been fully involved in drawing up support plans and a relative was particularly positive about the support of a named doctor who has worked with the home to ensure that people's rights were balanced with the home's responsibilities.

A relative told us that they consider the home now understands this.

All decisions are recorded and reviewed regularly with the person living at the home present and involved as far as is possible.

The organisation completed a Provider Compliance Assessment for this outcome and told us that they consider they are meeting this essential standard. They also said that they have an action plan to ensure all staff receive training to help them to understand Deprivation of Liberty Safeguards (DOLS). Staff told us that they have either attended this training or are booked to attend.

Our judgement

People living at 199 Doseley Road are supported to give informed consent in relation to the care, treatment and support that they receive. This means that people are able to retain control of their lives as far as is possible. When people are unable to make such decisions the home ensures that a range of sources are used to make sure that any treatment or support is given in the person's best interest, thus protecting the rights of the individual.

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 living at 199 Doseley Road are currently enjoying a good quality of life, taking part in activities of their choice and being supported safely and competently. During our visit people were seen to be happy and welcoming. People were being supported discreetly and sensitively. From observations and discussions with staff it was evident that they were very aware of people’s individual care and support needs and were confident to meet them.

Other evidence
Relative and social care professionals who spoke with us said that the home was currently meeting peoples care and support needs well. We were told that care plans and risk assessments to support people safely had all been reviewed and updated with the full involvement of relatives, staff and health and social care professionals. Staff told us that they thought that care plans were good, enabling them to meet people’s needs in ways that people prefer. One staff member said that, “People feel a lot happier at the moment, partly due to the good and varied staff team who are very experienced”. Relatives and other agencies supported this comment.

Our judgement

People using this service experience safe and appropriate care, treatment and support that meets their needs.

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
When we visited the home we saw one person organising a snack and one person enjoying a favourite drink. Staff were aware of what foods people can and cannot eat.

A relative told us that the home has, “A good choice of menu and drinks are always on hand”.

Other evidence
The organisation completed a Provider Compliance Assessment in relation to this outcome and demonstrated that they were compliant. They also gave examples of how they plan to improve further. They said that all staff must now attend training in relation to healthy eating and nutrition. The PCA said that this is happening to ensure that, “We will be able to support people to make healthy eating choices in a more informed way”. In conversations, staff confirmed that they have attended this training and staff records contained certificates of attendance. One person said that this training had been, “Very good”.

A health care professional told us that they had been working with the home to support people in relation to feeding and swallowing. The person said that the home always takes on board suggestions and considers there to be, “Good

communication” between them and the home.

Our judgement

The home has taken steps to ensure that people living at the home enjoy a varied and nutritious diet and that staff understand the importance of this in relation to maintaining people’s good health.

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
We did not speak with the people using the service about the way in which it cooperates with other providers.

Other evidence
As part of this review we spoke with two social care professionals, two health care professionals and two relatives of people living at the home. They all told us that communication with the home is now good. Everyone reflected on problems in the past but all felt that now the home is working with outside agencies effectively and as a result the people living at 199 Doseley Road are happier and better supported.

Staff told us that reviews are held regularly and involve all of the people who support the individual. Care plans reflect that other agencies have input into developing care plans and risk assessments and we were told this in conversations. A social care professional told us that the home is very, “Open” and a recent professionals’ meeting commended the home for their, “Openness and joint working”.

Our judgement
People living at 199 Doseley Road benefit from the home working with outside agencies to ensure continuity of care and support.

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
We did not speak with the people using the service about the way in which it safeguards people who use the services from abuse. However we were told that people's behaviours reflect how they are feeling. Everyone we spoke with said that people are now happy and enjoying a better quality of life. Incidents within the home have as a result greatly reduced.

Other evidence
Our decision to undertake a review of 199 Doseley Road was made following a high number of incidents that had been notified to us whereby the people living at the home were not being protected from harm or abuse. These incidents were referred to the local authority multi agency safeguarding team for investigation. The organisation worked with the team to review practices within the home, update care and support plans and ensure staff had the skills and competencies to carry out the tasks required of them safely and effectively. Family members were involved in the process and the home worked very hard to make improvements to protect people for the future and improve people's quality of life.

Everyone concerned with the investigations recognised that this has been a difficult time for the home, especially for the people living there however changes that have

been made as a result have significantly improved people's quality of life and the results are being seen by everyone.

We spoke with five staff and the manager as part of this review and everyone was able to demonstrate that they could recognise abuse and said that they would be confident to report it. This will mean that people living at the home will be better protected for the future. The manager is fully aware of her role in relation to safeguarding vulnerable people and has used the process to refer incidents where she feels that people have been placed at risk of harm or abuse.

In conversations with relatives it was identified that they were fully aware of issues within the home and had been involved in finding solutions. Relatives told us, "They have had problems in the last 12 months but things have now improved" and, "The home has made very positive efforts to put things right".

Relatives feel that they are now being listened to and involved, and that changes are being implemented as a result.

Our judgement

People living at 199 Doseley Road can now feel confident that they will be protected from harm and abuse by better trained staff, vigilant relatives who now feel listened to and more effective care and support plans that staff are aware of and follow.

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 who spoke with us about the home said that it is currently very clean and well maintained. Relatives told us, “The home has been redecorated, deep cleaned and new furnishings purchased”. They also said, “Cleanliness was an issue in the past and this has now been resolved”.

Other people who have visited the home commented that it is now a much cleaner and nicer place to be. On the day of our visit, all areas were seen to be clean. Staff said that they have gloves and aprons to use while cleaning and hand gel was seen readily available throughout the home and was seen to be used by staff before administering medication.

Other evidence
The manager said that the home scored 81% in a recent infection control audit carried out by the organisation suggesting arrangements in place are satisfactory and that the home has a way of monitoring to ensure standards are maintained.

Our judgement
People living at 199 Doseley Road are protected by the home's proactive approach to ensuring all areas are clean and opportunities for cross infection are minimised.

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
During our visit we observed two staff administering medication to one person. Staff followed their procedure which was seen to offer numerous safeguards against error. The person receiving the medication decided where to be when receiving the medication and also how to receive it. Staff accommodated these wishes discreetly and the person was visibly happy that they had been listened to.

Other evidence
All staff must receive training and have a competency assessment before they are allowed to administer medication within the home. In discussions staff demonstrated that they were clear about this. Medication is stored in lockable cabinets in people’s own rooms. Individual records are kept to support the administration of medication and the staff who administered the medication during our visit were clear as to how records should be kept.

The manager keeps a list of staff who are competent to administer medication and one staff member said that they were currently doing their trainings which was described as being, “Comprehensive”.

Some medications can only be administered after staff have been trained by a health care professional and records are also kept to show which staff are competent in relation to administering these.

Errors are recorded and reviewed by the manager who carries our regular audits to ensure arrangements are protecting people from mistakes or omissions.

Our judgement

People are protected by safe systems within the home for the administration, storage and recording of medications prescribed for their use.

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
Two people said, “Yes” they like their house. One person showed us some new bedding that they had purchased on the morning of our visit. One person was very proud to show us the recently redecorated lounge and in particular the new wide screen television.

Other evidence
Everyone we spoke with told us that the recent redecoration of the lounge and dining room had made a big impact on the look of the home. We saw a wall chart showing ideas for colours and furnishings for the lounge. This was used to gain and share the views of the people living at the home. One visitor to the home said that the organisation had clearly invested money into the home. She added, “The home looks beautiful lately.” One person said it is now a, “Nice place to be”.

The manager and a senior staff member both said that bedrooms are next to be redecorated and on a tour of the home we saw some new bedroom furniture already in place.

People are able to access all parts of the house and safeguards are in place to keep people safe.

Social care professionals are aware that the refurbishment program is ongoing and that it is impacting positively on the people living at the home.

Our judgement

Recent improvements to the home have made 199 Doseley Road a nicer place to live.

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 We did not speak with the people using the service about the safety, availability and suitability of equipment.
Other evidence All staff working at the home have received manual handling training. Records and conversations supported this. The home currently uses one piece of equipment within the home and this has only recently been purchased.
The equipment was purchased after it was identified as being necessary by a health care professional. Staff told us that they know when the equipment should be used and a senior staff member said that she had received training in relation to using the equipment safely and she is passing this information on to all staff before it is used. Plans will also be updated.
Our judgement Staff are trained to use equipment safely ensuring people's comfort and protection.

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 did not speak with the people using the service about requirements relating to workers however observations at the time of our visit suggested that staff have formed good relationships with the people they support. People were relaxed in staff's company and confident to fetch or call staff to help them.

Other evidence
During the past twelve months there have been some issues in relation to staffing within the home that have impacted on the quality of care provided. For example there was a high use of agency within the home and we were told that this negatively affected the behaviours of people living at the home. The home is now fully staffed and the organisation has recruited a 'bank' of staff to call on to enable the home to offer consistency. One person told us, "The home now employs a better calibre of staff who are confident, upfront and capable". Other people who spoke with us reflected this opinion.

Likewise training opportunities have improved for staff and the manager is confident that all staff have now completed all mandatory training and have either completed, or are in the process of completing, some additional courses developed to meet the specific needs of people living at 199 Doseley Road.

Staff told us that they feel well trained and people in particular commented that the induction program is very detailed and thorough enabling staff to be aware of the care and support needs of people ensuring continuity and good quality care. One staff member told us that the training had given them confidence to do their job and they valued this.

Training records showed staff training undertaken and the manager monitors this to ensure training remains up to date and current. The manager arranges retraining following incidents to ensure that staff remain knowledgeable about peoples needs.

One person said that the 'Our Approach' training was "Superb". A health care professional told us, "The home is always open to training".

We reviewed the records of the last two staff to join the team. Recruitment records contained all required information to ensure the suitability of the person to undertake the role required of them within the home. The staff we spoke with recalled having to provide references and having to wait until their CRB disclosure had been returned before they started work. Staff understood why this was important to protect vulnerable people.

Our judgement

People who live at 199 Doseley Road can have confidence in the staff at the home because checks have been done to make sure that they are suitable to support them and they are well trained to enable them to meet people's needs safely and effectively.

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 did not speak with the people using the service about staffing however observations at the time of our visit suggested that there were sufficient numbers of staff available to offer individualised support in a timely manner. No one had to wait for assistance and staff had time to sit and talk with people after lunch.

A relative told us that the home has, “Got some wonderful staff, loving and caring”.

Other evidence
At 199 Doseley Road there are currently three staff members on duty at all times during the day and two at night (one of whom sleeps unless required). There are currently four people living at the home. This staffing ratio is considered to be adequate by the manager to ensure that all of the care and support needs of the people living at the home are met. The manager said that she has the flexibility to increase numbers to support activities for example and this gives people better opportunities to enjoy activities within the local community.

Both relatives who spoke with us said that they were pleased that the home has now recruited more male staff. Staff and visitors to the home told us that they had noticed more consistency within the staff team and the manager said that the use of

agency staff has reduced. The organisation now employs a team of 'bank' staff to ensure consistency. Agency and bank staff receive a detailed induction to the home.

People told us that staffing at the home has been a problem in the past and the manager acknowledged this. A relative told us that they considered that there were now, "Enough staff on duty who are well trained and well supported".

Staff currently consider that there is a strong staff team at the home who work well together and enjoy their jobs. One staff member said, "There is a good team spirit and morale and as a result the people living at the home are happy and settled".

Our judgement

People receive safe and appropriate support from an effective staff team that are available in sufficient numbers to ensure people lead full and active lives.

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
We did not speak directly to people who use the service about how it supports staff.

Other evidence
Staff told us that they love their jobs and feel well supported by the current manager of the home.

Staff said, “I adore working at Doseley Road”, “Dimensions is the best company I have ever worked for”, “It’s a pleasure to come to work” and, “I love working for this company”. One person said, “The home has an excellent staff team and this has a positive impact on the people living at the home”.

Staff said that they receive good support from the current manager who has implemented lots of changes within the home. Comments about the manager included, “Support from the manager is second to none” and, “The manager is very approachable, fair and part of the team”.

All staff told us that they received regular monthly supervisions and attend regular team meetings.

Our judgement

Effective support for staff enables people living at 199 Doseley Road to be safe and have their health and welfare needs met by a competent team.

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 did not speak directly to people who use the service about how it assesses and monitors quality however we did speak with two relatives who told us that they receive surveys to complete in relation to the quality of the service provided and are now actively involved in regular meetings where they have the opportunity to share their views and experiences. These meetings have been welcomed by relatives who currently consider that they are listened to by the home.

Other evidence
The organisation completed a comprehensive and detailed Provider Compliance Assessment outlining how they assess and monitor the quality of the service provided at the home. They consider that they are currently compliant with this essential standard.

Issues raised over the last twelve months indicate that systems previously in place were not effective and that senior managers were either unaware or were not acting upon issues identified. For example relatives did not feel that they were being listened to.

The organisation has acknowledged these shortfalls and improvements have taken place.

We spoke with a senior manager for the organisation as part of this review. She told us that management changes have impacted positively upon the home and that the current manager is being supported to make improvements (which we have evidenced throughout this report). The manager confirmed that she receives regular support from senior managers and staff confirmed that both the manager and the senior managers are very approachable.

Relatives now feel that they are being listened to and are being actively involved and consulted. Systems are in place to regularly review all aspects of care and management within the home including audits, monitoring tools and visits from senior managers.

The manager has reviewed and updated all assessments of risk within the home with the full involvement of relatives, staff and health and social care professionals to ensure that 199 Doseley Road is a safe place to live and work.

This joint working is having a positive impact on the home at all levels and as a result people are enjoying a better quality of life.

Our judgement

People living at 199 Doseley Road now benefit from safe care and support due to the effective management of risks within the home and ongoing quality monitoring ensures that people's views about the service are now listened and responded to.

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
We did not speak directly to people who use the service about complaints however we did speak with two relatives who told us that they have used the complaints procedure in the past and have been happy with the outcomes. Both said however that the difficulty within the home has always been sustaining the changes made as a result. Both felt hopeful that recent changes within the home, the staff team and the management team will ensure that improvements will now be maintained.

Other evidence
The manager said that there has only been one formal complaint recorded within the last twelve months and records showed that this was effectively managed. Recent concerns within the home have not been managed through the complaints procedure due to the nature of the issues. There were referred and investigated by the local authority safeguarding team whose role is to protect vulnerable adults within the area. The organisation worked openly with this team and have made major changes within the home to address issues raised.

People living at the home are supported by an advocate who visits regularly and takes time getting to know the people that they may be representing. Family

members provide the main support role for people living at the home and it is positive that they now feel involved, consulted and welcome at the home.

Our judgement

People living at 199 Doseley Road and their representatives are confident that their comments and complaints are listened to and acted upon and for the future are hopeful that changes made will be sustained to ensure people continue to receive a good quality service.

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
We did not speak directly to people who use the service about records

Other evidence
Records seen on the day of our site visit were well organised, very detailed and up to date. All care records have been recently reviewed and updated with the involvement of family, health and social care professionals as appropriate and as a result provide up to date information about how to meet people care and support needs safely and effectively.

Records were available to staff as required. Records were seen stored securely in the office when not in use.

Our judgement
People living at 199 Doseley Road can be confident that their records are accurate, up-to-date and confidential. This ensures the privacy of the person while enabling staff to provide continuity of care.

Action we have asked the provider to take

We have not asked the provider to take any action as a result of this review.

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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