

Review of compliance

Dimensions (UK) Limited
Dimensions - 27 Sampson Avenue

Region:	London
Location address:	27 Sampson Avenue Barnet Hertfordshire EN5 2RN
Type of service:	Care home service without nursing
Date of Publication:	February 2012
Overview of the service:	27 Sampson Avenue is a purpose built, two storey care home providing care and accommodation for six adults with Learning and Physical disabilities. There is a lift with access to both floors. The home is situated on a relatively new housing estate in Barnet. Shops and local amenities are a short walk away. There is a Registered Manager in post.

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

Our current overall judgement

Dimensions - 27 Sampson Avenue 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 18 January 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

Most of the people who use the service communicate through non-verbal methods. We observed care practices in order to find out about people's experiences.

We saw positive interactions between people using the service and members of the staff team. Staff used humour appropriately and greeted people warmly and affectionately. Staff responded promptly to people's verbal and non-verbal signs. We observed staff knocking on people's doors prior to entering and all personal care support was given in the privacy of people's own rooms.

People appeared comfortable in the presence of staff. We asked a person using the service if they felt safe at the home, and they answered "yes" and told us that staff treated him "alright".

We asked a person using the service if there were sufficient numbers of staff on duty to support them. They answered "yes". The staff team were busy, but maintained a calm and relaxed atmosphere in the home.

We asked one of the people using the service about the quality of the service they received, to which they responded "it's alright". People using the service showed signs of well-being.

What we found about the standards we reviewed and how well Dimensions - 27 Sampson Avenue 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

Staff understood the need to respect people's privacy and dignity and staff interactions with people using the service were sensitive and respectful. The provider ensured as far as possible that people were respected and involved in their care and treatment.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard.

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

People using the service had an individual support plan, which ensured that people received a service that met their needs.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard.

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

There were clear policies and procedures in place to minimise and prevent abuse from occurring within the service. Staff received the necessary training in order to understand and recognise the signs of abuse and know what to do to respond to these.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard.

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

The home's systems for managing medication are safe, ensuring that people using the service receive their medication as prescribed. The inaccuracy of the MAR chart for one person and the lack of recording of opening dates of liquid medication could potentially put people at risk.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard, but to maintain this, we suggested that some improvements were made.

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

There was sufficient number of support staff on duty for meeting the day-to-day needs of people living at the home, however there was not always management cover provided to oversee and ensure the standards of care.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard, but to maintain this, we suggested that some improvements were made.

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

There were systems in place for monitoring and improving the quality of the service for people so that they received quality care.

Overall, we found that Dimensions - 27 Sampson Avenue 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. 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 saw positive interactions between people using the service and members of the staff team. Staff used humour appropriately and greeted people warmly and affectionately. There was a bright and cheerful atmosphere in the home. Staff responded promptly to people's verbal and non-verbal signs. We observed staff knocking on people's doors prior to entering and all personal care support was given in the privacy of people's own rooms.

Other evidence

Each person living at the home had a personalised support plan, which contained a good level of detail about people's likes and dislikes and support needs, including their cultural needs and communication needs. This enabled staff to provide care, which was centred around the person's needs. The support plans also highlighted people's abilities and focused on ways that people could be supported so that their independence was promoted.

People's individual support plans outlined people's abilities to make their own decisions and how staff should support them to make their own choices. Staff spoke about how they tried as far as possible to involve people when reviewing their care and in making decisions about their plan of care. This often was done through the use of objects of

reference and through reading people's non-verbal cues.

Our judgement

Staff understood the need to respect people's privacy and dignity and staff interactions with people using the service were sensitive and respectful. The provider ensured as far as possible that people were respected and involved in their care and treatment.

Overall, we found that Dimensions - 27 Sampson Avenue 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

One of the people using the service told us that they were being supported to the hospital that afternoon for an appointment. We saw staff accompany this person to their appointment later that afternoon. One other person had been taken into hospital in the early hours of the morning as they had become unwell. The service ensured that the person had staff support with them at the hospital.

Where people had difficulties in swallowing, staff ensured that their meals had been prepared to the appropriate pureed consistencies.

People using the service looked well cared for and showed signs of well-being.

Other evidence

People's support plans contained a good level of detail to enable staff to understand and meet people's care needs. Detailed health action plans were in place showing evidence of recent referrals to dieticians, opticians, and occupational therapists; ensuring professional input was sought as required. The care records of one person showed how the staff working at the home had worked very closely with members of the multi-disciplinary team to advocate for the person and to ensure their needs were met during a difficult time.

Staff spoken with demonstrated a good understanding of the needs of the people living at the home. They told us how they were reviewing support plans to make them more person centred.

The home has a vehicle which is used for supporting people to access the community.

Our judgement

People using the service had an individual support plan, which ensured that people received a service that met their needs.

Overall, we found that Dimensions - 27 Sampson Avenue 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

During our visit, staff were busy attending to people's needs, but the atmosphere was calm and relaxed. People appeared comfortable in the presence of staff. We asked a person using the service if they felt safe at the home, and they answered "yes" and told us that staff treated them "alright". Staff were identifying people's non-verbal communication and responding to these cues.

Other evidence

Staff confirmed that they had not witnessed any poor or abusive practices towards people using the service and added that they felt the standards of care was very high. We were told that the manager was supportive and approachable and they would feel comfortable in reporting any issues of concern to the manager straight away should any arise.

Training records showed that staff had attended training in safeguarding vulnerable adults from abuse. The organisation has a Whistle Blowing Policy in place should a staff member feel that they may be victimised if they raised a concern.

Our judgement

There were clear policies and procedures in place to minimise and prevent abuse from occurring within the service. Staff received the necessary training in order to understand and recognise the signs of abuse and know what to do to respond to these.

Overall, we found that Dimensions - 27 Sampson Avenue 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 saw that medication used by people living at the home was securely stored and that two staff were required to sign for medication administered.

Other evidence

The medication file contained detailed information about the medication that each person was prescribed and included details of any known allergies that people may have. The home's medication policy was available for staff to refer to, and we noted that the policy included pictures in an attempt to make the document easier for people to read if applicable. The medication administration records seen were well completed with evidence that two people sign for medication administered. We noted a number of medication that one person was no longer taking, appear on their MAR chart. Although staff had highlighted on the MAR chart the medication to be given, it was felt that the other list of medication which remained on the MAR could potentially cause confusion and as a result could lead to an error occurring in the administration of medication.

Medication was mainly received into the home in blister packs but there were loose medication and liquid medication also in use. We noted that the date of opening of the medication was not recorded on the liquid medication, so it was not clear how long the liquid had been in use. We found some loose medication in the storage cupboard that had been at the home for a long time, in one case for nearly three years. These needed to be removed from the home to prevent any potential errors.

Our judgement

The home's systems for managing medication are safe, ensuring that people using the service receive their medication as prescribed. The inaccuracy of the MAR chart for one person and the lack of recording of opening dates of liquid medication could potentially put people at risk.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard, but to maintain this, we suggested that some improvements were made.

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 asked a person using the service if there were sufficient numbers of staff on duty to support them. They answered "yes". On the morning of our visit, there were three support staff working in the home, with another member of staff supporting a person using the service in hospital. The staff team were busy, but maintained a calm and relaxed atmosphere in the home.

Other evidence

People living at the home had complex needs, and staffing levels met their needs. The Manager of the service is also responsible for managing five other supported living services, which means that they are unable to be at the home on a full time basis to supervise care. The Assistant Team Leader position is vacant, which means that the home does not have full day-to-day management cover to support the staff team and to ensure that standards are maintained. Due to people's high care needs, the service would benefit from having the Assistant Team Leader position filled as soon as possible so that management cover could be provided when the Registered Manager is away from the service.

People using the service benefit from receiving care from a stable staff team, who understand their needs well.

Our judgement

There was sufficient number of support staff on duty for meeting the day-to-day needs of people living at the home, however there was not always management cover

provided to oversee and ensure the standards of care.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard, but to maintain this, we suggested that some improvements were made.

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 asked one of the people using the service about the quality of the service they received, to which they responded "it's alright". People using the service showed signs of well-being.

Other evidence

The provider told us within their registration transition application form that "regular senior management audits are used to gather and assess a range of quality and safety indicators including reviewing accidents, incidents and near misses, allegations of staff misconduct and how these are being investigated, comments and complaints. These audits also involve observations of staff practice and, where possible, interviews with the people using the service."

We saw that monthly health and safety walk through checks were carried out to ensure the safety of people living at the home and the staff. The home had also recently had a health and safety audit, which they have addressed all action points to ensure the safety of people living at the home.

We saw evidence that the service assessed its service against the essential standards using the Dimensions auditing tool and where shortfalls were noted, an action plan was put in place.

Our judgement

There were systems in place for monitoring and improving the quality of the service for

people so that they received quality care.

Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard.

Action we have asked the provider to take

Improvement actions

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

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 09: Management of medicines
	<p>Why we have concerns:</p> <p>The home's systems for managing medication are safe, ensuring that people using the service receive their medication as prescribed. The inaccuracy of the MAR chart for one person and the lack of recording of opening dates of liquid medication could potentially put people at risk.</p> <p>Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard, but to maintain this, we suggested that some improvements were made.</p>	
Accommodation for persons who require nursing or personal care	Regulation 22 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 13: Staffing
	<p>Why we have concerns:</p> <p>There was sufficient number of support staff on duty for meeting the day-to-day needs of people living at the home, however there was not always management cover provided to oversee and ensure the standards of care.</p> <p>Overall, we found that Dimensions - 27 Sampson Avenue was meeting this essential standard, but to maintain this, we suggested that some improvements were made.</p>	

The provider must send CQC a report about how they are going to maintain compliance

with these essential standards.

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

The provider's report should be sent to us within 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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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA