

Review of compliance

Tab@42 Ltd

42 Stimpson Avenue, Northampton, NN1 4LP

Region:	East Midlands
Location address:	42 Stimpson Avenue, Northampton, NN1 4LP
Type of service:	Accommodation for persons who require personal care.
Date the review was completed:	7 February 2011
Overview of the service:	This service has been registered since the previous legislation, and caters for five people with learning disabilities. There were four people living at 42 Stimpson Avenue at the time of the review.

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

What we found overall

We found that 42 Stimpson Avenue was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 25 January 2011, observed how people were being cared for, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

Because of communication difficulties, we were not able to speak to the people who live in the home. All the relatives we spoke to were very satisfied with the care they received from the service, and praised staff members for their work. No one had any suggestions for improving the service. We spoke with three relatives, who highly praised the service: "I cannot believe there could be a better home than this". "If there is anything wrong they will quickly look into it". "Fantastic standard of care. I don't need to worry about anything as I know they would contact me whenever they need to", "Staff are friendly and welcoming and they treat my son with respect".

What we found about the standards we reviewed and how well 42 Stimpson Avenue 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 who use the service are respected and involved as much as possible in planning for their own care.

- Overall, we found that 42 Stimpson Avenue 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 who use the service have the ability to consent to their care and treatment as far as possible.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who use this service experience safe and appropriate care and support that meets their needs and protects their rights.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who use the service have their nutritional needs met.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who use this service receive safe and coordinated care and treatment when more than one provider is involved in their care.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who use the service are safeguarded from abuse.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who use this service are protected from infection and live in a clean environment.

- Overall, we found that 42 Stimpson Avenue 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 who use the service have their medication given to them when they need it, to help them with their health needs.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who use this service have comfortable living spaces, which are safe to use.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

Equipment to meet an identified need is needed to ensure that people are safe at all times.

- Though, overall, we found that 42 Stimpson Avenue 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 use this service have their needs met by care staff who have been properly recruited.

- Overall, we found that 42 Stimpson Avenue 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 use this service have their needs met by sufficient staffing levels.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

Staff are supported by the management of the service to provide good care to people who live in the home.

- Overall, we found that 42 Stimpson Avenue 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

Management ensure that the quality of the service is monitored to ensure that care is of a consistently high standard.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

There is a complaints system that will act on people's concerns.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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

People who live in the service can expect their records to be kept confidentially and securely.

- Overall, we found that 42 Stimpson Avenue was meeting this essential standard.

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
All the relatives we spoke with said that staff members were always friendly and respectful and they had no issue with the way their relatives were supported with their care, and no issues regarding dignity. One relative said, 'He does things which you could never do at home. They spend a lot of time encouraging him'. Another relative said 'I'm very pleased with the care of their, it is excellent'.

Other evidence
We saw that staff treated people in a dignified way, for example, they were always friendly in their dealings with people. A staff member was seen to let people go past a bathroom area before she opened the bathroom door, so as to protect privacy. A staff member told us that staff would always wait before entering bedrooms, and this was part of the induction training for new staff. The service has policies and procedures covering these issues for staff to follow. Relatives said that they and their relatives have the choice to be involved in care planning. The service tries to help people's communication by using a picture based system; they can speak directly to one person who can tell them what they need.

The Statement of Purpose and Service Users Guide emphasises the dignity, privacy and independence of the people who use the service. The manager said they would be looking at changing the literature of the service to a picture based model so that people can more easily understand it.

Our judgement

People who use the service are respected and involved as much as possible in planning for their own care.

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
Relatives said that they are involved in planning for the care and support their relatives receive, as they attend reviews of care.

Other evidence
We saw in a file that people's wishes are recorded as to how they want to be treated and how their preferences and choices are to be respected. For example there is a board where people's daily routines and activities are shown, which is tailored to what people wish to do. People can choose what they do in their free time activity. We saw that people were assessed as to whether they can give consent on a range of issues, though the manager said this was difficult due to their conditions, and the service relied on relatives and previous information from care and medical agencies, to formulate a proper assessment and get a good view of their preferences. Staff said that people can use their bedrooms and garden area during the day.

Our judgement
People who use the service have the ability to consent to their care and treatment as far as possible.

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
A relative said she was part of the team drawing up the care plan. She said there were regular reviews, which she was invited to, and that she appreciated being involved.

Other evidence
There was evidence in the care plans that people are an integral part of making up and reviewing them, and they could have their relative or advocate involved if they wished.

We saw that support plans were detailed and there were risk assessments in place to protect people. For example, plans include healthy eating, weekly jobs, activities, college attendance, a health action plan, a section called 'all about me', methods of communication, objectives for the year, activities such as music, walking, polishing, puzzles, food preparation, swimming, and going out to various places . We saw that there were assessments in place, which were in a form that can be easily understood by people living in the service.

Our judgement
People who use this service experience safe and appropriate care and support that meets their needs and protects their rights.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
Relatives said that they were satisfied with the food provided by the service and thought that their relatives were always asked about their preferences regarding food. They thought the food was good, varied, and tasty. One relative said, 'I cannot believe how many vegetables he now eats, as this wasn't the case at home, so they must be encouraging him which is really positive'. Another relative said, 'they make sure that his religious needs are respected'.

Other evidence
We saw a meal being served to a person at the time he wanted to have it. Staff explained that they were trying to ensure that he ate well as his weight was low and, as he did not like many foods. They were trying to encourage him to eat other foods to ensure that his health was maintained.

We saw in food records that there was a choice of food at some mealtimes, for example for breakfast time, but there was not always a choice. The manager said this would be reviewed to ensure there is always a choice. Food records showed there is a varied diet and people can also have takeaway meals on occasion, which the staff said that people enjoyed.

Our judgement
People who use the service have their nutritional needs met.

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
Relatives said that staff called the doctor when they needed to, and people were helped by staff with going to health appointments. They said that if their relative was sick staff would quickly communicate this to them, which they appreciated.

Other evidence
We saw evidence in the records that staff referred to medical services promptly when people were not feeling well. There is also a record of external professional visits when people see relevant health professionals, such as the GP, speech and language therapy, dentist, and chiropodist. We saw in one record that the service worked with the primary care trust regarding funding to obtain special furniture for one person.

Our judgement
People who use this service receive safe and coordinated care and treatment when more than one provider is involved in their care.

Outcome 7: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

- Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with outcome 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
Relatives said that they felt completely safe with the service and were confident that if they reported anything to the manager this would be acted upon.

Other evidence
Staff were asked about what they would do if they suspected abuse and they knew who to report the abuse to. They knew what constituted abuse and how to spot signs of it.

We saw from staff training records that staff have had training in this issue, and we saw in the policies and procedures manual that this issue was covered, to promote awareness and proper action should the need arise.

Our judgement
People who use the service are safeguarded from abuse.

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
Relatives said that when they visit the service it is always clean and odour free. They had never seen anything which would make them question that the service does not have proper infection control procedures in place.

Other evidence
The policies and procedures emphasises the need for infection control and the procedure is detailed as to how to maintain this, through hand washing for example. Staff said they followed proper procedures and detailed how this was carried out in terms of hand washing, food hygiene, different mops used for different areas of the home, gloves used when giving out medication, and different chopping boards for different types of food. We also saw evidence of staff training in this issue. The manager said that he had just downloaded the Department of Health code of practice on infection control. He will be looking at this with a view to adopting any relevant good practice in the service.

Our judgement
People who use this service are protected from infection and live in a clean environment.

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
No one was able to confirm whether medication was given out appropriately, as relatives are not present when this happens. One relative said that she had seen the medication cabinet which was locked, indicating that medication is kept securely.

Other evidence
We saw that medication was kept securely, and medication records were kept up to date, showing that people all received their medication. The manager said he would ask the pharmacist whether the current medication cabinet complied with current regulations.

We asked staff about medication training and they said that there is a combination of shadowing existing staff and training from the pharmacist. One staff member said that she was awaiting her pharmacy training, though on occasions she gave medication out on her own. The manager said that it is more usual to have the pharmacy training first but no one gives medication until they were competent to do so. There was evidence in staff meeting notes that refresher training for medication was planned for later this year.

The service has a policy and procedure to ensure that staff follow the correct

method of giving people their medication.

Our judgement

People who use the service have their medication given to them when they need it, to help manage their health needs.

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
Relatives said that the facilities of the home were good and that people were happy with their bedrooms.

Other evidence
We saw two bedrooms and one was very individual, reflecting the person's taste and preferences. The other was sparsely furnished because of particular needs of that person. Paintwork was damaged on a door to one bedroom. Staff said that this was going to be painted in the next few weeks and the person concerned is to help with this.

The home has many activity areas where people can go to carry out work or activities.

We saw that the home was clean and there were no odours. There are policies and procedures for health and safety, and the management has a number of detailed risk assessments in place to protect people's safety.

Our judgement
People who use this service have comfortable living spaces, which are safe to use.

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 gain any information from people or their relatives as to whether any special equipment was needed.

Other evidence
All the people in the home have no current problems with their mobility so specialist moving and handling equipment is not needed. However there were some comments that one person needed to be assisted into the bath by staff. The manager said that the service had applied for funding for a specialist bath from an external agency but this had been refused. He would now be looking at providing a specialist bath to meet this person's needs to ensure that the health of that person and the staff are protected.

Our judgement
Equipment to meet an identified need is needed to ensure that people are safe at all times.

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
As people or their relatives would not be aware of the systems that need to be in place for this outcome they were not asked about this issue. There was no evidence that relatives were involved with staff recruitment.

Other evidence
The service has a policy and procedure for the recruitment of staff and we saw from the files that references and criminal references checks are taken up. This ensures that staff are safe to work with people, with people's welfare protected. We saw that a reference was followed up by the manager so that a proper assessment of the person's work competence could be made.

The staff application form shows the previous employment history of the staff member, to ensure that relevant information is sought and therefore people using the service are able to be kept safe.

Our judgement
People who use this service have their needs met by care staff who have been properly recruited.

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
Relatives said that there were always enough staff on duty to meet the needs of their relatives.

Other evidence
When we arrived we found that there were four staff on duty to cover the needs of three people in the home. The management and staff said that normally there was a minimum of four care staff throughout the day and if there is a staff shortage then the service will ask staff to come in to cover the shift. Staff thought there were generally enough staff to meet peoples needs as there was one to one care for people. We saw two people having 'one to one' staff care.

Our judgement
People who use this service have their needs met by sufficient staffing levels.

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 were not able to ask people or their relatives about this issue, though all the relatives said that staff were very good at their jobs and appeared to be well trained.

Other evidence
Staff said that they were well supported by managers to do their jobs, that there was a very positive atmosphere in the home, and staff worked well together. They said that they were generally well trained as they had been trained in a large number of relevant issues such as such as moving and handling, first aid, abuse awareness, food hygiene, adult protection, medication, health and safety, fire safety, infection control, and national vocational qualifications.

There was a comment that some training needed to be in more depth. The manager said that he was reviewing the training provided by the service as he thought some of it was not fully effective. Records showed that the staff have been trained in these issues though it was difficult to see individually who had had specific training. The manager said that he would shortly be compiling a staff training matrix to show this, to give a swift and clear indication of training needs, so that it could then be organised.

There was evidence that supervision for staff was regular and ongoing and records showed extensive detail as to a large range of relevant issues such as training

needs, performance, and what area of practice needed to be improved.

Our judgement

Staff are supported by the management of the service to provide good care to people who live in the home. Staff training records need to show that individual staff have been trained in specific issues.

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
Relatives said that they were asked, through questionnaires, about what they thought of the service and how it could be improved. They said that managers always listened to them and took action where necessary.

Other evidence
There was evidence that quality is monitored through relatives' questionnaires about how the home is run and whether there are any issues that can be improved. We saw that this was the case for one relative who made a suggestion on the questionnaire, which the manager said that he was going to action. We also saw evidence of other monitoring, such as health and safety, where risk assessments have been reviewed.

Our judgement
Managers ensure that the quality of the service is monitored to ensure that care is of a consistently high standard.

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
Relatives said that they were confident that if they had any complaints this is listened to and acted on. One person said she went to the manager about an issue and it was quickly dealt with.

Other evidence
There is a complaints procedure in the literature of the service, and this explains how to make a complaint. This refers people to the Care Quality Commission for assistance in making a complaint, which is incorrect. The manager said this would be altered so that the contact details of the local council could be added, since this is the agency that will investigate when a complainant is not satisfied with the way the service has responded.

Our judgement
There is a complaints system that will act on people's concerns.

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
Relatives thought records were kept securely and that their relatives information was kept confidentially.

Other evidence
There are policies and procedures regarding confidentiality of information. We saw that records were kept securely in the locked office.

Our judgement
People who live in the service can expect their records to be kept confidentially and securely.

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 Adult 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
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