

Review of compliance

Lester Hall Apartments Limited
Lester Hall Apartments

Region:	East Midlands
Location address:	15 Elms Road Leicester LE2 3JD
Type of service:	CHS – Care home services without nursing
Publication date:	April 2011
Overview of the service:	<p>Lester Hall Apartments is a service providing support for up to 19 adults under the following regulated activities -</p> <ul style="list-style-type: none"> accommodation for persons who require nursing or personal care accommodation for persons who require treatment for substance misuse treatment for disease, disorder or injury diagnostics and screening <p>The service supports people with physical and mental health needs and those with drug and alcohol dependency.</p>

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

What we found overall

We found that Lester Hall Apartments was not meeting one or more essential standards. Improvements were needed.

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 4 April 2011, observed how people were being cared for, talked with people who use services, talked with visitors, talked with staff, checked the provider's records, and looked at records of people who use services.

What people told us

We spoke with seven people who use the service and asked them about the care and support they receive and the attitude and approach of staff. We asked people if they knew how to raise a concern and whether they felt safe at Lester Hall Apartments. We received positive comments from people which included:-

"I'm looked after extremely well.", "Staff are extremely nice they'll do anything for you.", "Mrs Lester (registered manager) gives me a lot of confidence.", "I moved into another home for a while but I didn't like it, so Mrs Lester helped me to move back here.", "I know Mrs Lester would sort things out for me, she's always willing to listen and has time for me.", "Chef will do something for you if you don't like what's on the menu.", "The food is lovely, you always have a choice and you can ask for something else if you wish."

We spoke with two visitors who were visiting relatives. They told us that they were confident that their relatives received good quality care and support. They said:- "My father has told me he's happy here. There are some great staff that look after him well.", "They've got the ethos right of involving families, which has provided support to all of the family, we can visit whenever we choose." , "I can't rate them highly enough for hospitality.", "I think they're brilliant. My sister appears happy and settled. They've provided good support to all the family."

We spoke with a visiting community matron who provides support to someone who receives a service. They said:- "They're very caring and aware of the persons needs. The managers are good at contacting health care professionals and keeping us informed. They were very quick in acquiring assistive technology."

What we found about the standards we reviewed and how well Lester Hall Apartments 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 are encouraged to influence the care and support and they receive, through the initial assessment process and through ongoing consultation.

- Overall, we found that Lester Hall Apartments 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 are supported to make decisions about the care and support they receive.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People are involved in the development of their care and support plan which ensures that that their needs and treatment are as they expect and have agreed to.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People are supported to make choices about their dietary intake.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People who use the service are supported by the services ability to share work well with other agencies enabling continuity of care and support.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

Trained staff and good policies and procedures help to ensure that the people who use the service are safeguarded

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People reside in an environment which is cleaned by a dedicated team of staff.

- Overall, we found that Lester Hall Apartments 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 receive their medicines in a timely and safe manner.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People reside within an environment which in the main is well maintained.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People who use the service benefit from appropriate equipment to meets their needs which is maintained.

- Overall, we found that Lester Hall Apartments 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 the service are supported and cared for by staff that have a good understanding as to their needs and are subject to robust recruitment practices.

- Overall, we found that Lester Hall Apartments 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 are supported by a sufficient number of staff that enables them to receive the care and support they require in a timely manner which reflects and recognises their individual needs and choices.

- Overall, we found that Lester Hall Apartments 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 receive support through observation however formal support systems are not robust.

- Overall, we found that Lester Hall Apartments 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

The service does not have a continuous quality improvement system in place to monitor and improve the service provided to people using the service.

- Overall, we found that Lester Hall Apartments was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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

A procedure is in place for people to make complaints about the service should they need to and people using the service have confidence that any issues will be listened to and acted upon.

- Overall, we found that Lester Hall Apartments was meeting this essential standard.

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

People's records whilst being secure and confidential are not managed well and do not in all instances comply with legislation.

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

Action we have asked the service to take

We have asked the provider to send us a report within 28 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.

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

We spoke with seven people who use the service and they told us that staff ask them about the care and support they require. People who reside within the apartments told us that the personal space within their accommodation enables them if they choose to remain within their personal accommodation to entertain people and eat their meals.

We spoke to two visitors who were visiting their relatives. We asked them if they were involved in decisions about the care and support their relative receives. Visitors told us that the management team included them in decisions about the care and support of people using the service and that information was shared well. Visitors told us that the management team and staff are all very polite one relative said "I can't rate them highly enough for hospitality."

We observed staff speaking with people who use the service throughout the day. We noted that people using the service were confident in going to 'the office' to

speak with managerial staff. Managerial and care staff were polite and courteous and answered questions effectively offering reassurance and advice.

Peoples needs are assessed by the funding authority and by the manager of Lester Hall Apartments, this helps the person involved and others to determine whether the needs of the person can be met by the service.

Other evidence

We spoke with the registered manager and the management team they all had a comprehensive insight as to the needs of people using the service. They were able to tell us about the individual agreements in place for people using the service who require support with alcohol and drug dependency. We found that the way in which information is recorded is complex and improvements to care planning, recording of information and the maintenance and storage of information is necessary. (Refer to outcome 21 records).

The provider told us that people considering using the services of Lester Hall Apartments are invited to spend a day at the service along with their social worker or person of their choosing. A manager will show them around the service enabling them to view the premises and meet and speak with others who reside at the service and staff.

The provider told us that advocates and relatives are involved in the care and support of those using a service.

We spoke with staff who told us that the ethos of the service is to promote independence and choice and respect and promote the dignity of those using the service.

Our judgement

People are encouraged to influence the care and support and they receive, through the initial assessment process and through ongoing consultation.

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 spoke with people who use the service they told us that the management team support them. Conversations with people evidenced that people using the service are aware of the help and support they need and that they have conversations with managers to discuss how this is to be achieved.

We observed that people using the service asked staff for cigarettes and that staff went to get a cigarette for the person. In some instances staff accompanied them outside to smoke. We spoke with someone who smokes and asked them why they had to ask for a cigarette. They said "I'd smoke all of my cigarettes at once and then I wouldn't have any money to buy any more."

We asked the manager why people did not maintain responsibility for keeping their own cigarettes. The registered manager told us that it was in part to manage the risks of smoking with regards to fire. They also stated that people using the service found it difficult to regulate the number of cigarettes they smoke in keeping with their budget and therefore the manager in agreement with the person helped them regulate the number of cigarettes smoked.

We spoke with someone using the service and they told us that the manager had supported them in organising their funeral arrangements.

We spoke with a relative who told us that the registered manager had supported them in putting into place an end of life decision. The decision has enabled the person using the service to record and have agreed their wishes should they require emergency health care intervention.

Other evidence

The provider demonstrated their knowledge and understanding of legislation which ensures that people receiving a service consent to the care, treatment and support they need. The provider detailed how this is assured where people do not have the capacity to make decisions for themselves. They stated that they liaise with external agencies to ensure that any decisions made are transparent and made in the best interests of the person using the service.

The registered manager spoke to us about how they support people with managing their addiction to alcohol and drugs. The registered manager stated that meetings are held which are attended by the person using the service, health and social care professionals and the service. Meetings are used to discuss all options with the person using the service and including the risks and benefits for all options. The manager said that this was to ensure that the person makes an informed decision which is understood by all those involved in the delivery and monitoring of care and support.

Records show that staff have receive training on the Mental Capacity Act

Our judgement

People who use the service are supported to make decisions about the care and support they receive.

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
We spoke with seven people who use the service and asked them about the care and support they receive at Lester Hall Apartments. People we spoke with were very complimentary about their care and support they told us:-
"I'm looked after extremely well."
"Staff are extremely nice they'll do anything for you."
"I've lived here for six years. I'm happy living at the home."
"Mrs Lester (registered manager) gives me a lot of confidence."
"I moved into another home for a while but I didn't like it, so Mrs Lester helped me to move back here."
"I got to the local Catholic Church every Sunday, someone takes me in the car as I'm unsteady on my feet."

We spoke with two visitors who were visiting relatives. They told us that they were confident that their relatives received good quality care and support. They said:-
"My father has told me he's happy here. There are some great staff that look after him well. The managers are good at contacting health care professionals to ensure his health is maintained. They've got the ethos right of involving families, which has provided support to all of the family, we can visit whenever we choose. They have

made sure that my father's religious observance has been maintained by having Priests and Deacons from the local Catholic Church visit him weekly."

"I think they're brilliant. My sister appears happy and settled. They've provided good support to all the family."

We spoke with a visiting community matron who provides support to someone who receives a service. They said:-

"They're very caring and aware of the persons needs. The managers are good at contacting health care professionals and keeping us informed. They were very quick in acquiring assistive technology."

We looked at the care plans and records of three people using the service. Information was recorded in a number of different places and it was difficult to get an overall picture as to the care and support the person needed. We spoke with people using the service and they were not familiar with the term care plan however they were aware of the care and support they received and had agreed to. (Refer to outcome 21 Records)

A number of people using the service reside within apartments which comprise of a living area with seating, a bedroom and en-suite shower room. People we spoke with told us that this enables them to spend time by themselves if they choose and means their dignity and privacy is maintained.

Staff we spoke with all had a clear understanding of the needs of people who they support and were confident that the service they provided met their needs. Staff told us that they spoke with people about all aspects of their care to ensure that they were involved in any decisions made, which included asking people what they wanted to wear when they assisted them in the mornings.

The service employs a part time activity organiser who spends time with people within a group or individually. We were told by people that they play bingo or take part in art and craft sessions.

We saw records from an organisation called University of the First Age. People involved in the organisation work with people at Lester Hall Apartments on an individual basis enabling them to take part in activities which have been identified by them as important.

Other evidence

The provider told us that there are effective care plans in place to ensure the needs of people using the service are identified and delivered safely. They told us that risks are assessed with consideration to the safety and wishes of those using the service. Risks are discussed and disclosed by health and social care workers as part of the assessment process to ensure that the person upon moving into Lester Hall Apartments is appropriately supported and safeguarded.

The provider stated that there is continual interaction daily between those using the service and staff, which enables staff to respond to changes to people's physical and mental health. Ongoing monitoring through a care programme approach which is overseen by health care professionals is in place. This enables the service to react and support people within a structured framework.

Records state that staff have received training in areas which directly relate to the care and support that those receiving a service require. Training recently received includes addiction, equality and diversity, dignity in care, catheter care, sensory deprivation, moving and handling and pressure care awareness.

Our judgement

People are involved in the development of their care and support plan which ensures that that their needs and treatment are as they expect and have agreed to.

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

We spoke with people and asked them for their views about the meals that the service provides. They said:-

"Chef will do something for you if you don't like what's on the menu."

"I prefer to eat at the dining table in my apartment."

"The food is lovely, you always have a choice and you can ask for something else if you wish."

We spoke with a visitor who was visiting their relative, they told us that family members have been invited to stay and share a meal with their relative. They said this is nice as we can all sit together as a family in the apartment.

We looked at the care plan of someone who required support with their eating. The care plan stated that the person was at risk of losing weight and records showed that the person was regularly weighed. Information about the person showed that a speech and language therapist had been involved and provided guidance as to the diet best suited to the person.

We observed that the service was flexible and able to respond to individual requests from those using the service. We noted that some people ate their meal at lunchtime in the dining room whilst others remained within their apartment to eat. We also observed that someone who didn't get up until late in the afternoon was provided

with a hot meal upon request, which was brought to them in their room as they had asked.

Other evidence

Records show that staff have recently received training in food and nutrition and food hygiene.

We observed people using the service being asked what they wanted for their main meal on the day of our visit.

Our judgement

People are supported to make choices about their dietary intake.

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
A Community Matron who was visiting someone who uses the service told us that the managers of Lester Hall Apartments are responsive to the needs of those using the service and liaise with health care professionals effectively.

Visitors who were visiting relatives who use the service told us that the management team communicate effectively and speak with them regularly about the health and wellbeing of their relative. They told us that staff have a good understanding of their relatives need and are able to provide information on a daily basis.

Other evidence
Records show that the management team liaise regularly with health care professionals as part of the care programme approach. This ensures that people using the service have ongoing and current input from relevant agencies.

Records show that health and social care professionals visit those using the service and that staff take on board the instructions given.

We have received information from the service about significant events which the service is required by law to tell us about. We are confident that any concerns are

reported to us and other agencies involved in the commissioning and monitoring of care.

Our judgement

People who use the service are supported by the services ability to work well with other agencies enabling 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
People using the service told us that they feel confident in speaking with the management team about any concerns that they have. People evidence that they were aware of their rights and were confident that the service would support them.

Care plans and risk assessments identify that some people using the service may at time need support in managing their behaviour. Staff we spoke with told us that the management team support them in managing difficult situations.

One visitor told us that they had heard a member of staff supporting someone when they had become distressed and commented that the member of staff was very professional and spoke to the person calmly. They stated that they were not patronising and were able to provide reassurance and support to diffuse the situation.

Other evidence
The provider told us that the service has a whistle blowing policy in place and staff we spoke with were able to talk to us about the types of abuse people using the service were susceptible to. Staff said that they would report any concerns or allegations to the management team who they are confident would deal with them

effectively.

The provider told us that they work well with other agencies and services, discussing any safeguarding concerns consistent with the local authorities safeguarding protocol.

The provider told us that the service has policies in place which state that staff must not benefit financially or otherwise gain from a person using the service. Policies also state that no one employed by the service can be involved in the writing or witnessing of wills or bequests.

The provider told us that the finances of people using the service are individually recorded with receipts kept and that people using the service maintain their own bank account supported by relatives or a legal advocate.

Records show that staff have receive training in safeguarding, staff we spoke with confirmed that they had received training.

Our judgement

Trained staff and good policies and procedures help to ensure that the people who use the service are safeguarded.

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
The service employs staff whose responsibility is to ensure that the environment is clean. We were told that the staff whose responsibility it is to clean the service work six days a week.

We saw that staff wore protective clothing which included plastic aprons and gloves. We saw that hand gel is sited throughout the service including in the entrance foyer for visitors to use to prevent the spread of infection.

People using the service told us that they were happy with the cleanliness of the environment that they lived in. One person told us that they prefer to clean the room themselves as part of maintaining their independence.

Other evidence
The management team we spoke with were aware of the Code of Practice for health and adult care on the prevention and control of infections and related guidance. The registered manager told us that they had referred to the document and were aware of the policies and procedures relevant to their service.

Records show that staff have received training in infection control.

Our judgement
People reside in an environment which is cleaned by a dedicated team of staff.

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
We observed one of the managers administering medication. They supported those people who required assistance and we saw that everyone was offered a drink.

We viewed some of the medication kept by the service and found it to be in good order, medication administration records were signed by the person administering medication. We also looked at some of the controlled drugs and found that the number of drugs on site corresponded with the records kept within the controlled drug register. We also viewed the records which show how the service returns any unused medication to the pharmacist.

Other evidence
The manager told us that they liaise with individuals general practitioners where the person has specific needs with regards to taking medication. They told us this is done to promote people's choice and independence.

Our judgement
People who use the service receive their medicines in a timely and safe manner.

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 who we spoke with made the following comments about their apartments:-
“My room is clean and tidy but it’s not decorated to my taste but it doesn’t bother me.”
“I’ve been able to bring furniture and photographs from home with me.”
We viewed communal areas and looked at some of the bedrooms and apartments when we spoke with people who use the service. The service is decorated to a good standard and the service is accessible to those people with mobility difficulties or who use a wheelchair.
People we spoke with told us that the apartments suit their needs as they require a wheelchair to move about and the size and layout of the apartment means that they can move freely and independently within their private space.
We saw people going into the garden and noted there was ramp access into the garden.
Other evidence
Staff records show that staff have receive training on how to use a fire extinguisher.

Records show that outside contractors maintain the property with regards to the supply of utilities such as gas and electricity and the maintenance of specialist equipment including the passenger lift. We noted that the service employs someone to carry out maintenance work, which is recorded.

Our judgement

People reside within an environment which in the main is well maintained.

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
Care plans showed that equipment used by individuals as part of their care is regularly maintained, equipment in use by people who use the service includes pressure relieving mattresses, hoists and wheelchairs.

A Community Matron and a visitor told us that the management team had been very quick in acquiring assistive technology for someone using the service. They told us that the assistive technology was used to alert staff that the person had got out of bed so that staff could go to the person to offer assistance and make sure that they were safe.

Other evidence
The manager told us that some people using the service require the use of a hoist and discussions with staff evidenced that staff have received training in moving and handling people which includes the using of a hoist.

Our judgement
People who use the service benefit from appropriate equipment which meets their needs and is maintained.

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 spoke with three members of staff who had been employed by the service within the last few months, we asked them about their recruitment. Staff told us that they had completed an application form and attended an interview. We were told that they did not commence work until the service had received their references and had received a Criminal Record Bureau (CRB) disclosure, which enables the provider to determine whether the prospective employee is suitable to work with vulnerable adults.

Other evidence
We looked at the records of two staff and found that their was a completed application, two written references and a CRB disclosure.

Our judgement
People who use the service are supported and cared for by staff that have a good understanding as to their needs and are subject to robust recruitment practices.

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
Visitors we spoke with praised the staff highly for the delivery of care their relatives received. They were complementary about the attitude and approach of staff and the courtesy and politeness shown to both those using the service and visitors.

We spoke with people using the service they told us that their needs were met in a timely manner and that staffing levels enabled them to be flexible as to when and where they requested support.

We observed that the management team were available to provide support and guidance to those using the service and that calls for assistance were answered promptly.

Staff we spoke with said that in their view their were sufficient staff to meet the needs of people using the service.

Discussions with the management team and staff evidenced that those employed by the service to provide care and support have a good understanding as to the needs of those using the service. They were able to speak in detail about the specific needs of people. We observed a positive rapport between those using the service

and those providing support.

Other evidence

On the day of our visit the manager and deputy manager were working at the service supported by a senior carer and four care staff. Staff told us that both the manager and deputy manager work alongside them providing care and support to those using the service.

The registered manager was also working at the service on the day of our visit providing overall guidance and support.

The service employs additional staff to ensure the efficient running of the service which includes administrative, maintenance and cleaning staff.

Our judgement

People are supported by a sufficient number of staff that enables them to receive the care and support they require in a timely manner which reflects and recognises their individual needs and choices.

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

There are minor concerns with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

Staff we spoke with spoke well of the management team. They told us that the manager and deputy manager worked alongside them providing care and support to people using the service. We were told by staff that the managers were always there to provide support and advice.

Staff told us that they attend meetings and discuss with the registered manager and managers any issues which affect their work. They told us that they often sit with the registered manager discussing the individual needs of those using the service.

Staff told us that they worked alongside someone for a month as part of their induction, getting to know the needs of those using the service. They told us that they have access to a range of training and were able to tell us about future planned training.

Although staff told us that they received appraisals, we found that the frequency of appraisals is not consistent and staff were unfamiliar with the term supervision in a one to one context of discussion. Staff did say that they were supervised by the management team who observed their delivery of care and support.

Other evidence

The manager told us that staff are supported through formal supervisions and that they are in the process of recording these. The supervision of staff is a process by which the service should be measuring the impact of staff training on the quality of care and support people receive.

Our judgement

Staff receive support through observation however formal support systems are not robust.

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

There are minor concerns with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us
People we spoke with told us that they were happy with the care and support they received and that they were confident in expressing their views to staff. They told us that the registered manager was supportive and sorted out things for them.

Other evidence
The registered manager told us that they work well with health and social care professionals to review the quality of care and support individuals receive through regular reviews of people's needs.

The provider told us that the service has systems in place to evaluate the quality and safety of the care, treatment and support that people using the service receive. We were told that the service distributes surveys as part of their quality assurance process to those using the service and their relatives to enable them to comment on the service they receive. This information is used to address individual issues.

We identified that surveys are sent to people however these are not collated collectively. A report detailing the outcome of the quality assurance process is not

developed and therefore people using the service and other interested parties do not know the outcome of the quality assurance process or any actions the service will be taking to address issues identified. The quality assurance process does not include seeking the views of health and social care professionals who work alongside the service to support people.

The provider told us that information from observations, audits, incidents, along with comments and complaints will be collected to enable the service to ascertain whether it is compliant with the essential standards of quality and safety by which it is required through legislation to meet. The formal process for this needs to be developed and made available in a report format which is accessible to those using the service and other interested parties.

Our judgement

The service does not have a continuous quality improvement system in place to monitor and improve the service provided to people using the service.

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
People using the service told us that they would speak with Mrs Lester (registered manager) or other members of the management team if they were unhappy about something.

One person said, "I know Mrs Lester would sort things out for me, she's always willing to listen and has time for me." Whilst someone else told us "Mrs Lester will listen to anything I say and will help me."

People who do not have the capacity or ability to raise issues for themselves are supported by an advocate who represents them if they should have any concerns.

Other evidence
The services Statement of Purpose contains information about how to make a complaint. We have not received any information of concern about the service. The registered manager told us that they have not received any complaints or concerns.

We were told that meetings are held at Lester Hall Apartments for those using the service, which provides an opportunity to for people to discuss any general issues.

The minutes of these meetings are recorded.

Our judgement

A procedure is in place for people to make complaints about the service should they need to and people using the service have confidence that any issues will be listened to and acted upon.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

There are moderate concerns with outcome 21: Records

Our findings

What people who use the service experienced and told us
Records are kept in the office and the office is locked when members of the management team are away from the office.

People using the service told us that they could look at information held about them if they wanted to.

Other evidence
We found that the way in which information is recorded about the care, welfare and support of people using the service is complex. Differing aspects of people's care and support is recorded within different books and folders. People's individual files contain information from a much earlier point of their life and could be archived.

Care plans are not written in a person centred way. Care plans do not provide information about a persons life and lifestyle or their preferences and wishes. Agreements between the service and the person using it do not form part of the care plan, which means there is no clear audit trail to evidence people's consent and involvement in decisions.

We found that information is not always being recorded with consideration to the Data Protection Act in that the content of discussions held between people using the service and the management team are recorded in one book and does not promote confidentiality. People using the service should they request to see information recorded about them would have access to information recorded by others.

The registered manager and manager told us that they will review how information about people is recorded and stored.

Our judgement

People's records whilst being secure and confidential are not managed well and do not in all instances comply with legislation.

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 accommodation for persons who require treatment for substance misuse treatment for disease, disorder or injury diagnostics and screening	23	14 Supporting workers
	Why we have concerns: Staff receive support through observation however formal support systems are not robust.	
accommodation for persons who require nursing or personal care accommodation for persons who require treatment for substance misuse treatment for disease, disorder or injury diagnostics and screening	10	16 Assessing and monitoring the quality of service provision
	Why we have concerns: The service does not have a continuous quality improvement system in place to monitor and improve the service provided to people using the service.	

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 within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
accommodation for persons who require nursing or personal care accommodation for persons who require treatment for substance misuse treatment for disease, disorder or injury diagnostics and screening	20	21 Records
	How the regulation is not being met: People's records whilst being secure and confidential are not managed well and do not in all instances comply with legislation.	

The provider must send CQC a report that says what action they are going to take to achieve compliance with these essential standards.

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

The provider’s report should be sent to us within 28 days of this report being received.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance actions are complete.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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