

# Review of compliance

Wider Options Limited Roxby House	
<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	Winterton Road Roxby Scunthorpe Lincolnshire DN15 0BJ
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	Roxby House is a care home situated on the outskirts of the village of Roxby, near Scunthorpe. The home provides accommodation and personal care for up to 30 younger adults with learning disabilities and autistic spectrum disorder.

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

## Our current overall judgement

**Roxby House was meeting all the essential standards of quality and safety.**

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 24 November 2011, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

A number of the people currently using the service have a variety of complex needs and communication difficulties and we were not able to communicate with them, however we observed interactions between them and the staff that support them.

We were able to speak with two people during the visit who were keen to tell us about their life at the home, how they spent their time and how the staff supported them.

One of the people using the service told us how staff supported them to be more independent and that this was good. They told us how they could now travel independently on the bus into the local town and how the staff travelled separately and would meet them. Another person told us about the activities they enjoyed at weekends such as going to watch football matches.

During our conversations with people they showed us lots of photographs of their trips out and activities they enjoyed with other young people at the service.

They told us they liked living at the home and the staff were nice and friendly, comments included "I like my key worker, she is nice and teaches me lots of things" and "I am happy here".

We observed how people were supported throughout the day and structured activity programmes were in place. People were supported with a range of activities and therapies such as exercise programmes in the gym, gardening, working in the café, art work and using the drum kit in the music room.

## **What we found about the standards we reviewed and how well Roxby House was meeting them**

### **Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People who use the service are respected and involved in their care and supported to make choices and express their views where possible.

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

People receive individual care that meets their needs.

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

Effective measures are in place through staff training, policies, staff practice and revised reporting procedures to minimise the likelihood of abuse occurring.

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

The health and welfare needs of people who use the service are met by staff that have been trained and supervised.

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

People who use the service are supported to comment on aspects of the service. Effective quality assurance systems are in place to promote good practice and address any shortfalls.

## **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

Most people were not able to comment directly on this outcome area due their complex needs and communication difficulties.

The people who we were able to speak with told us that they were happy living in the home, liked the staff who looked after them and had lots of friends there.

Some of the comments included "I like the staff and my key worker" and "I like living here".

People who we spoke with told us that staff supported their independence and that they enjoyed learning new skills. Some of the young people have limited, supported employment on the site such as working in the café and completing the staff meal orders. One person told us "The staff help us. I like my job, I do the staff toast".

##### Other evidence

During this visit we spoke with people who use the service, spoke with staff, observed care and looked at care records.

We looked at the records for people using the service and found that individual support plans included their personal goals and preferences. Records such as care plans,

person centred planning meetings and diary notes demonstrated that people using the service were involved in their care, treatment and support options.

We saw a good example of the thoroughness of the assessment process in one person's records. This had included the person's family attending a staff meeting to discuss the individual's specific needs and efforts taken to closely replicate the person's bedroom décor and furnishings from their previous placement. The manager confirmed that the admission and transition process had been very positive and successful.

People who use the service told us that they were given choices in planning their care and that they felt involved and were able to make their own decisions with support. Two people told us how they had chosen their own key workers. We saw photographs of people being supported through this process. One person told us "I chose her because she is nice and teaches me lots of things".

The manager told us about the "Inclusive Club" which is run by staff and people who use the service. The club is responsible for fund raising and arranges many of the events, activities, trips and holidays. We were shown a new introductory DVD about Roxby House which had been made by the staff and featured many of the young people residing at the service. We were told how people were busy preparing for the forthcoming awards ceremony, many of them involved in making the replica "Oscar" models.

We observed staff interacting positively with people living in the home. People appeared relaxed and confident with the staff and we saw they were given choices and supported to make decisions. People had their privacy and dignity maintained.

### **Our judgement**

People who use the service are respected and involved in their care and supported to make choices and express their views where possible.

## 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

Most people were not able to comment directly on this outcome area due their complex needs and communication difficulties.

The people we spoke with told us that they were happy with the care they received. Some of the comments included "I like living here" and "The staff help us when we need it".

People living at the home need support to individually plan and organise their time and needed staff support and direction to do this. They told us that they had lots to do and enjoyed all their activities. Comments included "We go out on our own with the staff and with our friends. I like the weekends when I can watch football matches, I've been to see a lot" and "I can go to town on the bus on my own now, the staff meet me there, it's good".

##### Other evidence

During this visit we spoke with people who use the service, spoke with staff, observed care and looked at care records.

Staff spoke positively about the care and service provided. Staff we spoke with were able to describe the care people required in detail and we observed staff were supportive and encouraging.

We looked at the records of two people and found that detailed plans of care and risk

assessments had been developed from comprehensive assessment processes. Individual person centred planning meetings had been held for each person and care plans reflected people's individual needs, personal goals and preferences.

Risk assessments had been carried out to identify specific risks to each individual and care had been planned to manage these risks. Each person had risk assessments in place to support their safety in the service and in the community. Risk assessments were also in place to support behaviour management and health related needs such as epilepsy.

People who use services access the local community health care services and also receive support from a speech and language therapist, clinical psychologist and psychiatrist provided by the organisation.

Structured daily activity programmes have been developed for each person which include independent living skills, therapy and activity sessions. We saw that people were occupied during the day at sessions such as music therapy, art therapy, gardening, fitness sessions and working on the farm. There was a positive atmosphere within the home. The staff we spoke with had a good understanding of the care, treatment and support choices available to people.

**Our judgement**

People receive individual care that meets their needs.

## 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

Most people were not able to comment directly on this outcome area due their complex needs and communication difficulties.

People who we spoke with told us "Yes, I feel safe here" and "I am happy here, the staff are nice".

If people who use the service had concerns they told us they would "Talk to the staff" and "Tell my key worker".

We found there was positive and respectful communication between the staff and the people using the service, staff treated people in a kind manner and understood their needs.

##### Other evidence

We saw that the service had adult safeguarding policies and procedures for staff to follow.

Staff who we spoke with told us that they had received training in safeguarding adults and were clear of the process to follow in raising any concerns. We looked at training records which confirmed that staff had received up to date safeguarding adults training.

We looked at incident reporting records. The manager confirmed that the service had not always reported all the "low level" one to one incidents between people who use the service to the relevant authorities. However in recent weeks she had been made aware

of the need to report all incidents of this nature to the local safeguarding authority and to the Care Quality Commission (CQC). The manager confirmed that staff had been made aware of the incident reporting criteria. Staff who we spoke with were clear about reporting all one to one incidents.

The manager told us that all staff had received training on physical intervention when they started work at the service and that this training was updated yearly. The form of physical intervention used is British Institute of Learning Disabilities (BILD) accredited which is part of current guidance and good practice. One staff member told us "We rarely have to use restraint. We find that talk down strategies and distraction techniques work very positively with the young people who live here".

We saw records which showed that the staff used mental capacity act assessments and 'Best Interests' decision making processes when required. The training records indicated that staff had received training in the legislation to support mental capacity and deprivation of liberty.

We observed that the staff were respectful and polite towards people using the service and the people living in the home appeared relaxed and confident in the company of the staff.

**Our judgement**

Effective measures are in place through staff training, policies, staff practice and revised reporting procedures to minimise the likelihood of abuse occurring.

## Outcome 14: Supporting staff

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by competent staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 14: Supporting staff

#### Our findings

##### What people who use the service experienced and told us

Most people were not able to comment directly on this outcome area due their complex needs and communication difficulties.

The people who we were able to speak with told us that they were happy living at the service and liked the staff who looked after them. One person told us "I like the staff and my key worker".

##### Other evidence

During this visit we spoke with people who use the service, we spoke with staff and looked at records.

We viewed records which showed that staff received a variety of training. Staff access yearly mandatory courses in areas such as health and safety, infection control, fire safety, safeguarding and physical intervention. Training specific to the needs of people was also provided which included areas such as mental capacity, deprivation of liberty legislation, autism and epilepsy. During our discussions with staff they told us that the training programme was good.

During the visit we spoke with the training manager who described some of the recent training initiatives provided by his team. These included an evening training programme for newly recruited bank staff and autism training for the local GP practice and staff at local leisure facilities such as the golf driving range and the swimming pool. The training manager told us about the new courses to be included in next years training programme such as Intensive Interaction Therapy.

Staff told us that they received regular supervision and felt supported by senior staff and the manager. They also told us that they enjoyed working at the service and the senior management fostered a good team approach. We viewed records which showed that all staff had an annual appraisal and the supervision programme had been maintained.

**Our judgement**

The health and welfare needs of people who use the service are met by staff that have been trained and supervised.

## 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

Although some people were not able to communicate with us other people told us that they liked living at the home. We asked people questions about the home, the care they received and staff caring for them. Their responses indicated that they liked living at the Roxby House and were happy with the care they received. Comments included "I like living here", "I have lots of friends", "We can choose the meals, I like the pizza" and "I have a job, its good".

##### Other evidence

During this visit we spoke with people who use the service, we spoke with staff and looked at records.

We saw evidence that people who use the service were encouraged and supported to comment on the service and were involved in decision making where possible. One person told us " I liked choosing my key worker".

Records of the resident meeting minutes showed that people who use the service had the opportunity to discuss areas of the service such as meals, activities and outings. We saw records which showed that the manager also held meetings with staff from all departments.

The service has a comprehensive audit programme and we looked at examples of recent audits that had been carried out. These included audits of care plans, staff supervision and risk assessments. Where areas of deficiency had been identified the provider had put action plans in place. We found that the provider had implemented

improvements identified in the action plans.

Due to the complex communication needs of the people who use the service their views were sought and supported through their key workers. We saw examples of recent surveys that had been carried out on areas such as food and the environment. Records showed that people who use the service were generally satisfied with these aspects of the service and had been given feedback individually about the outcomes of the survey.

We saw records which showed that the manager closely monitors all incidents and use of physical intervention in the service. All incidents are reviewed each month which aids staff at the service to identify any potential triggers and enables them to amend the support plans and risk assessments accordingly.

**Our judgement**

People who use the service are supported to comment on aspects of the service. Effective quality assurance systems are in place to promote good practice and address any shortfalls.

# 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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