

Review of compliance

Wirral Autistic Society The Green	
Region:	North West
Location address:	1-2 The Green Bromborough Pool Wirral Merseyside CH62 4TT
Type of service:	Care home service without nursing
Date of Publication:	October 2011
Overview of the service:	The service is registered to accommodate 10 people with autism.

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

Our current overall judgement

The Green 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.

What people told us

Due to communication difficulties, it was not always possible to obtain peoples' views about the way they are being looked after. However, staff communicated with the people using the service in a kind and caring way and they appeared comfortable in their company.

The relatives of people living in the home said the staff are always polite and friendly and they are extremely happy with the standard of care provided. They said the staff are professional, well trained and knowledgeable about their relative's care needs. They know how to make a complaint and felt confident their complaint would be managed properly. None of the relatives had any complaints to make. Comments from relatives included:

'The staff are excellent, they are very patient'.

'The staff are very good, they communicate well with my relative.

'The care is extremely good, I have no complaints to make'.

'The staff always keep me informed about what's going on, they are very good'.

'I am always kept informed about the things that are going on for my daughter which is very reassuring'.

'I am very impressed with the care'

The health care professionals involved in the service commented on the high standards of care provided at The Green. They said the staff are always respectful of peoples' needs and ensure their dignity is respected. They said staff work well with them and they have

never seen any signs of abuse or neglect. Comments from health care professionals included:

'I have no concerns about the way people are being looked after at The Green'.

'The staff always follow my guidance and instructions well'.

'The staff are excellent, they are very professional and it is a pleasure to work with them'.

The Wirral contract department had no concerns about this service.

What we found about the standards we reviewed and how well The Green 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

The people using the service are respected and involved in developing their care.

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

The people using the service receive the care and support they need.

Outcome 06: People should get safe and coordinated care when they move between different services

The people using the service receive safe and coordinated care.

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

Systems are in place to ensure the people using the service are protected from abuse and harm.

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

Medication is appropriately managed to safeguard the people using the service.

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

The premises are safe and suitable for their purpose.

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

People are provided with properly maintained equipment to support their independence.

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 protected by appropriately recruited staff.

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

People using the service are cared for by appropriately trained and supported staff.

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

There are good systems in place to ensure the effective and efficient running of the home.

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

There are systems in place to ensure people can make a complaint and staff know how to respond appropriately to any complaints made.

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

Staff communicated with people in a respectful way, they were patient and spoke to people using the service with a gentle manner. The relatives of the people living in the home said the staff are always polite and friendly. One person said 'The staff are excellent, they are very patient'. Another person said 'The staff are very good, they communicate well with my relative. A health care professional involved in the service said the staff always respect peoples' needs and ensure their dignity is respected. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

During discussion staff spoke about the people using the service in a respectful way and they had a clear understanding of the need to respect peoples' privacy and dignity. Staff talk to the people using the service about the way they are being looked after to make sure that the things that are important to them are incorporated into their care plan. Regular meetings take place with the people using the service so they have opportunity to put forward their views about different aspects of the running of the home. Information sent to the Commission immediately after the visit indicated the staff use a range of communication methods to help people process information so they can make informed decisions for themselves. Where there is a conflict of interest or concern over treatment, then a meeting is held with relevant health care professionals

in order to establish the best form of action. All staff are trained in diversity and equal opportunity to ensure peoples' human rights and different lifestyle choices are respected.

Our judgement

The people using the service are respected and involved in developing their care.

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

People using the service appeared comfortable in staffs company, staff communicated with people well. The relatives of the people living in the home said the care provided at The Green is excellent. One person said 'The care is extremely good, I have no complaints to make'. Another person said 'The staff always keep me informed about what's going on, they are very good'. One health care professional involved in the service commented on the high standard of care provided by the staff. He said 'I have no concerns about the way the people are being looked after'. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

A documented person centred plan is in place for each person. The case files hold a large amount of information relating to peoples' physical, mental, social and emotional well-being. Records indicated staff consult with health care professionals regularly to ensure people receive the right level of support. Daily activity plans are in place along with plans for the management of challenging behaviour. A record of peoples' health care appointments is kept. A range of risk assessments are completed to identify any areas of care which people may be vulnerable to the risk of harm. Guidance is available to staff on how to minimise the risk of accidents happening. A lot of information is provided in picture format. This is then transferred to peoples' living accommodation to further aid daily communication. Two of the case files looked at were disorganised and it was difficult to track the care provided. Although there was information to indicate the care plans had been reviewed, the amount of information held differed from file to file. In one instance full and detailed notes were recorded, however in another case only a

date had been recorded.

Our judgement

The people using the service receive the care and support they need.

Outcome 06: 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 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

The health care professionals involved in the service said the staff work well with them and they follow their instructions and guidance well. One health care professional said 'It's a pleasure working with the staff, they are very knowledgeable'. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

Staff have developed good working relationships with a range of health care professionals such as doctors, community nurses and a dietitian etc. Details of professionals involvement is recorded in peoples' care plan. Risk assessments are completed to ensure the people using the service are kept safe from the risk of harm. Guidance from muliti disciplinary teams is sought as required with details of their advice recorded so that staff can monitor and plan for peoples' care.

Our judgement

The people using the service receive safe and coordinated care.

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

One health care professional involved in the service said he had never seen poor care or any signs of abuse or neglect. Another healthcare professional said 'The staff are excellent, they are very professional and it is a pleasure to work with them'. The Wirral contract department had no concerns to raise about this outcome area. Staff communicated with the people living in the home in a kind and gentle manner.

Other evidence

Information submitted to the Commission immediately after the visit indicated staff are trained on safeguarding when they are first employed and this is part of the ongoing training programme. Staff understand the meaning of whistle blowing which further ensures people using the service are protected. During discussion staff demonstrated they are aware of the different types of abuse that can occur and what they should do if an allegation of abuse is made. A copy of the Wirral safeguarding procedure is in place to support staff manage allegations of abuse correctly.

Our judgement

Systems are in place to ensure the people using the service are protected from abuse and harm.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

No information was obtained from the people using the service about this outcome area. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

Staff who give medication are trained and policies and procedures are in place to provide further guidance should they need it. Medication administration record sheets were accurately maintained and corresponded correctly with the medication held. The supplying pharmacist carries out an audit of the home's medication systems to ensure they are continually being managed correctly. Records indicated in one instance that medication had been given which did not correspond to the staff guidance. Minimal information was provided on why this medication had been given.

Our judgement

Medication is appropriately managed to safeguard the people using the service.

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

No information was obtained from the people using the service about this outcome area. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

The design and layout of the premises are suitable for the purpose of running a care home. The building is well maintained throughout with appropriate measures in place for security. On the day of the visit the home was comfortably warm. The home is decorated in a homely fashion with good light levels throughout. There is a large garden at the back of the home. The garden is a lovely area with mature trees, a pond, a seating area and lots of plants and hanging baskets. Information provided to the Commission immediately after the visit indicated that regular health and safety checks are carried out around the building to ensure it is safe to live and work in.

Our judgement

The premises are safe and suitable for their purpose.

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

No information was obtained from the people using the service about this outcome area. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

Information provided to the Commission immediately after the visit indicated that the people using the service are provided with a range of equipment to support their individual needs and to ensure their safety. The equipment is checked regularly to ensure the safety of both the people using it and the staff.

Our judgement

People are provided with properly maintained equipment to support their independence.

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

No information was obtained from the people using the service about this outcome area. The Wirral contract department had no concerns to raise about this outcome area.

Other evidence

Information submitted to the Commission immediately after the visit indicated that a thorough recruitment and selection procedure is in place. These procedures include a criminal record bureau check to ensure suitable staff are employed. Newly appointed staff undergo a six month probationary period during which time they are supervised by the manager or a team leader. During the probationary period staff complete induction training to ensure they are clear on their responsibilities and know what is expected of them. A programme of ongoing training is then set up and they are enrolled on the Certificate of Health and Social Care which is a recognised qualification for staff working in the care sector.

Our judgement

People who use the service are protected by appropriately recruited staff.

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

No information was obtained from the people using the service about this outcome area. The Wirral contract department raised no concerns about this outcome area.

Other evidence

Staff said they enjoy their work and feel well supported in their role. They get good support from the manager and senior staff. They confirmed they have opportunity to meet regularly with a senior member of staff to discuss their work and training needs so they can develop in their role. Regular team meetings take place along with daily informal meetings. This supports good communication amongst the staff team. Staff are provided with regular ongoing training to ensure they are clear on their responsibilities and know what is expected of them. This provides both mandatory training such as first aid, food hygiene and fire safety and specialist training such as epilepsy, communication, autism awareness and how to manage challenging behaviour safely.

Our judgement

People using the service are cared for by appropriately trained and supported staff.

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

No information was obtained from the people using the service about this outcome area. The relatives of the people using the service said they are very happy with the standard of the care provided. They said the staff are professional, well training and knowledgeable about their relative's care needs. One relative said 'I am always kept informed about the things that are going on for my daughter which is very reassuring'. Anther relative said 'I am very impressed with the care'. The Wirral contract department had not concerns to raise about this outcome area.

Other evidence

Information submitted to the Commission immediately after the visit indicated there are a range of quality assurance systems in place. These include ensuring the upkeep of the building, reviewing policies and procedures, monitoring and supporting staff, carrying out health and safety checks and seeking out the views of the people living at the home about the service they receive. Peoples' care needs are reviewed regularly in consultation with health care professionals and family or carers with their agreement. Regular quality assurance audits are completed by senior staff from other homes within the organisation. Risk assessments are carried out to ensure the safety and welfare of both the people who live in the home and the staff working there. Staff spoken to said that people living at The Green receive a good standard of care which is focussed on their individual needs.

Our judgement

There are good systems in place to ensure the effective and efficient running of the

home.

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

The relatives of the people using the service said they know how to make a complaint and felt confident their complaint would be managed properly. None of the relatives had any complaints to make. The Wirral contract department had not concerns to raise about this outcome area.

Other evidence

A complaint procedure is in place and includes the timescales for dealing with each stage of a complaint, this is displayed in people's individual flats. The procedure is available in different formats to reflect peoples' abilities and to support communication. A record is kept of any complaints made for the purpose of monitoring and improving the quality of the service. Staff are clear on the procedure to follow in the event of them receiving a complaint.

Our judgement

There are systems in place to ensure people can make a complaint and staff know how to respond appropriately to any complaints made.

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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