

# Review of compliance

Wirral Autistic Society Wirral Autistic Society - 86 Allport Road	
<b>Region:</b>	North West
<b>Location address:</b>	86 Allport Road Bromborough Wirral Merseyside CH62 6AG
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	86 Allport Road is registered to provide support to adults with an autistic spectrum condition and an associated learning disability.

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

## Our current overall judgement

**Wirral Autistic Society - 86 Allport Road 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 31 October 2011, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

### What people told us

Limited information was obtained from the people using the service due to communication difficulties. However, they said they liked living at the home and the staff were very kind. One person said "I like my home, I've been here for a long time and the staff are great." Another person said "The staff are good, they help me with things." Both of the people using the service said they would speak to the staff if they were unhappy and wanted to make a complaint.

Staff interacted with the people using the service in a warm and friendly way and the people using the service were clearly comfortable in their company.

Relatives of the people using the service said they are happy with the care and support provided to their relatives. One person said, "The staff are very good, I have been invited to all the care plan reviews so I'm up to date with what's going on" and "Staff have a good attitude." Another person said, "I'm very happy with the care provided. Staff are always up to date with my relative's care needs. My relative's key worker is very helpful." And "I have never seen any signs of abuse or neglect."

### What we found about the standards we reviewed and how well Wirral Autistic Society - 86 Allport Road 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 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 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills**

Staff receive the support they need to ensure the welfare of the people using the service is promoted.

**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 monitor and assess the quality of the service provided.

**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

Limited information was obtained from the people living at the home due to communication difficulties. However one person said, "The staff are kind." Another person said, "The staff are very good." The relative of one of the people using the service said, "The staff are good." Another person said, "I am happy with the care, the staff are very good."

#### Other evidence

Staff talk to the people using the service about the way they are being looked after. This means the people using the service understand and know about the choices available to them and can live as independently as possible. If a person does not have capacity to make their own choices, staff will consult with relevant health care professionals for support and advice. During discussion staff spoke about the people using the service in a respectful and polite manner and they had a clear understanding of their care needs. 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.

#### 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

The people using the service said they are happy with the care they receive. One person said "The staff are nice." Another person said "The staff are very good.." Relatives of the people living in the home said they are satisfied with the care provided. One person said, "The staff are very good, I have been invited to all the care plan reviews so I'm up to date with what's going on." Another person said, "I'm very happy with the care provided. Staff are always up to date with my relative's care needs. My relative's key worker is very helpful."

##### Other evidence

During the visit we saw staff interacting with the people using the service in a warm and friendly way and people were clearly comfortable in staffs company. A plan of the care provided to each person is in place. The care plans held detailed information about peoples' emotional, physical and social wellbeing and described clearly how they wanted to be supported. The care plans are reviewed regularly to reflect peoples' changing care needs. This review is done in consultation with health care professionals and family or carers with their agreement. The care plans also provide staff with guidance on how they should provide the right level of care. 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. The people using the service are fully involved in the community for their medical and social care needs. They get to see relevant health care professionals such as their GP, chiropodist and optician when needed and they are involved in a range of social activities such as going to the cinema, pub lunches,

swimming and voluntary work.

**Our judgement**

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

## 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

The people using the service said they like the staff and they are kind and caring. One person said "The staff are lovely." Another person said "The staff are nice." A relative of one of the people living at the home said, "Staff have a good attitude." Another person said, "I have never seen any signs of abuse or neglect."

##### Other evidence

Staff are trained on how to protect people from abuse and neglect when they are first employed and this area of care is part of the ongoing training programme. Staff understand the meaning of whistle blowing which further ensures the people using the service are protected. Staff are aware of the different types of abuse that can occur and the signs to look out for. They know to report allegations or suspicion of abuse to a senior member of staff. We observed the way staff interacted with the people using the service. They appeared comfortable and relaxed in each others company.

##### Our judgement

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

## 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.

##### Other evidence

The staff spoken to said they enjoy their work and feel well supported in their role. Staff are supported in their role through formal supervision, an annual appraisal and team meetings. Staff spoken to said a senior staff is always available for support and advice. The staff spoke highly of the manager. They said he ensures the service is focused on peoples' care needs. Staff have completed a range of training so they are clear on their responsibilities and know what is expected of them. This includes health and safety and more specialist training to reflect peoples' specific care needs. The staff praised the organisation for the amount of training provided and the high quality of the training. One member of staff said "The training provided is excellent, the best I have ever done." The staff confirmed there are always enough staff on duty to ensure the needs of the people using the service are met.

##### Our judgement

Staff receive the support they need to ensure the welfare of the people using the service is promoted.

## 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

The people using the service said they are happy with the service they receive. One person said, "The staff are great." Another person said, "The staff are good, they help me with things." The relatives of the people using the service said they are very happy with the service provided. One person said, "The service is well managed. The chief executive, Dianne Asher is excellent."

##### Other evidence

Quality assurance systems are in place to ensure the ongoing development of the service. Meetings are held with the people using the service so they have opportunity to talk about the way the home is managed and future plans and developments. The home is regularly audited by another manager from within the organisation. Where improvements are identified, a timescale is set for the completion of any outstanding work. Policies and procedures are regularly reviewed and updated. Staff are informed of any changes to ensure they work in line with current good practice. Regular health and safety checks are carried out. Fire safety checks are completed, water temperatures are monitored and work place risk assessments are in place to ensure the environment is safe to work and live in. Staff working practices are monitored by the manager and regular staff meetings take place to ensure good communication. Staff consult with health care professionals for support and advice when necessary which means the people using the service receive the support and care they need. The Wirral Autistic Society has recently been re-accredited with the National Autistic Society. Its report stated, 'The empowerment and autonomy offered to the individual/s with autism at Wirral Autistic Society was identified as an area of strength by the review team. The

genuine respect of the individual was clearly and consistently evident, the value attached to listening to the individual was far reaching and promoted both their self esteem and the trust of their staff team.'

**Our judgement**

There are good systems in place to monitor and assess the quality of the service provided.

# 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

<b>Document purpose</b>	Review of compliance report
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