

# Review of compliance

Yarrow Housing Limited Old Oak Road	
<b>Region:</b>	London
<b>Location address:</b>	20 Old Oak Road Shepherds Bush London W3 7HL
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	January 2012
<b>Overview of the service:</b>	Old Oak Road is a care home for five people with moderate to severe learning disabilities. The care is provided by Yarrow Housing. The home is located in Fulham close to local shops and amenities. There are good public transport links close to the home.

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

## Our current overall judgement

**Old Oak 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 and carried out a visit on 13 December 2011.

### What people told us

People told us that they were happy with the service being provided by staff at Old Oak Road. They told us they liked the food and that staff were very helpful. We saw positive interactions between people who use the services and the staff and it was evident that staff know and understand the needs of the people who use the service.

We were told that if for any reason people were not happy about anything in their home, they would report it to staff.

### What we found about the standards we reviewed and how well Old Oak 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**

Old Oak Road ensures that the people who use the services understand the care, treatment and support available to them. Privacy, dignity and independence are respected. People can express their views which are taken into account in the way the services are provided. As far as they are able to do so, people are involved in making all decisions about their care.

Overall, we found that Old Oak Road was meeting this essential standard.

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

Old Oak Road ensures that the people who use the services experience effective, safe and appropriate care, treatment and support that meets their needs and protects their

rights.

Overall, we found that Old Oak Road was meeting this essential standard.

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

Old Oak Road ensures that the people who use the services are protected from abuse, or the risk of abuse, and their human rights are respected and upheld. All staff have completed training in safeguarding, Understanding Capacity and Deprivation of liberties  
Overall, we found that Old Oak Road was meeting this essential standard.

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

Old Oak Road ensures that the people who use the services have their medicines at the time they need them and in a safe way. The purpose and effects of medicines are discussed and information about medicines is made available.

Overall, we found that Old Oak Road was meeting this essential standard.

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

Old Oak Road ensures that the people who use the services are safe and their health and welfare needs are met by competent staff.

Overall, we found that Old Oak Road was meeting this essential standard.

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

Old Oak Road ensures that the people who use the 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.

Overall, we found that Old Oak Road was meeting this essential standard.

**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

We spoke to people who use the service and they told us they were happy living at Old Oak Road. We saw people sitting comfortably whilst eating their breakfast and talking to staff about the plans for the day ahead.

We observed positive interactions between people who use the services and staff, and it was evident that people knew the staff and appeared to be comfortable interacting with them.

We saw how people are involved in their care as they chose what they wanted to eat and what they wanted to do that day. Some people had chosen to go out shopping and to have lunch out. Another person was going on a short break for a few days, we were told how excited they were.

It was evident that people are treated with dignity and respect as people were appropriately dressed. Staff asked people if they were happy for us to look around the location.

We saw staff responding to people's needs and provided assistance and support when required.

People have their own rooms, one person was happy to show us their room. We were told that they were comfortable and their room was very personalised.

**Other evidence**

Staff told us about how they ensure people are involved in their care and how the care they provide is person centred. People who use the services decide on what they want to do and the staff assist and support them. Records indicate that staff liaise with relatives and multi disciplinary professionals to make sure they are aware of the preferences of people who use the services and that staff are familiar with people's patterns of behaviour. Staff told us about how the people who use the services decide on planning their menus and activities.

Records looked at confirmed this.

**Our judgement**

Old Oak Road ensures that the people who use the services understand the care, treatment and support available to them. Privacy, dignity and independence are respected. People can express their views which are taken into account in the way the services are provided. As far as they are able to do so, people are involved in making all decisions about their care.

Overall, we found that Old Oak Road was meeting this essential standard.

## 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

We spoke to and communicated with all of the people living at Old Oak Road who told us they were very happy living there.

We observed staff delivering safe and appropriate care and support to people who live there. We saw people being happy, confident and friendly with staff.

Staff were identifiable and there is a photo board of all staff in the dining/living room.

##### Other evidence

Care plans and records indicate that the needs of the people who use the services are continually assessed. Staff told us how they assess the people who use the services to ensure their welfare and safety is paramount.

The care plans were individualised and demonstrated that the people who use the services are central in the planning and delivery of their care. There is evidence that the care plans reflect the needs, preferences and diversity of the people.

Everybody has a Health Action Plan (HAP) that focuses on their physical health and a daily communications record that contains information on what the individual does on a daily basis.

There are no set visiting hours and families and friends are encouraged to visit. People who use the service are assisted in staying in contact with their families.

Staff described how they manage challenging behaviour and have processes in place

to ensure the safety of people who use the services, visitors and staff.

The records indicate, and staff confirmed, that care plans are regularly reviewed to ensure people are receiving the care they want and what assistance and support they require.

**Our judgement**

Old Oak Road ensures that the people who use the services experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

Overall, we found that Old Oak Road was meeting this essential standard.

## 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

We reviewed this outcome but did not discuss this with people who use services during our visit.

##### Other evidence

Old Oak Road has safeguarding procedures in place and there is evidence that staff know how to identify, report and act on any potential safeguarding alerts. Staff are experienced in handling challenging behaviour and explained what they do if someone presented with this behaviour ensuring that the safety of everyone is paramount.

Staff are aware and have reported statutory notifications when necessary and work with other services when necessary.

Staff sleep in at the home and reported that they feel safe working there.

##### Our judgement

Old Oak Road ensures that the people who use the services are protected from abuse, or the risk of abuse, and their human rights are respected and upheld. All staff have completed training in safeguarding, Understanding Capacity and Deprivation of liberties

Overall, we found that Old Oak Road was meeting this essential standard.

## 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

On the day of the visit we saw people being given their medicines and being observed by staff. Medicines are securely kept in the staff office in a locked cabinet. Staff were seen recording information about medicines, and if medicines are refused staff confirmed that this would be recorded. Also records were looked at that show when PRN medication is given to an individual and what is was for.

##### Other evidence

Staff told us that all medication is checked and recorded and any changes will be discussed with the person. All medication is signed and checked by two staff, records looked at confirmed this procedure. Audits are carried out on the completeness of medication recording by managers.

##### Our judgement

Old Oak Road ensures that the people who use the services have their medicines at the time they need them and in a safe way. The purpose and effects of medicines are discussed and information about medicines is made available.  
Overall, we found that Old Oak Road was meeting this essential standard.

## 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

We reviewed this outcome but did not discuss this with people who use services during our visit.

##### Other evidence

The staff we spoke to were happy in their job roles and with the service they provide. Mandatory training includes equality and diversity, health and safety, fire safety and human rights awareness training. Training is refreshed regularly. Staff had completed National Vocational Qualifications (NVQ's) or other equivalent professional training to aid them in fulfilling their job roles.

Staff told us that they were happy with the training they received and could access the training they requested. The registered manager and deputy managers promotes training for staff and updates staff on new guidance and published research that staff are required to adhere to.

Staff told us that they receive supervision every month and an annual appraisal.

##### Our judgement

Old Oak Road ensures that the people who use the services are safe and their health and welfare needs are met by competent staff.

Overall, we found that Old Oak Road was meeting this essential standard.

## 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

All of the people at the service on the day of this visit told us and communicated that they like living at Old Oak Road. One person used sign language to show they were happy.

##### Other evidence

Staff told us that they regularly assess the quality of the service being provided and discuss ways to improve the service. We saw evidence of the service compiling quality checks and informing the provider about incidents, complaints and any other information that affects the quality of the service being provided. There is evidence that staff identify, manage and monitor the risks to people who live there. Staff were observed working closely with the people living at Old Oak Road ensuring their needs were being met and supporting people to be independent.

The service distributes satisfaction surveys regularly and the outcomes are used to develop improvement plans. Records and other information looked at informed us that the service is providing a service that responds to people's needs.

##### Our judgement

Old Oak Road ensures that the people who use the 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.

Overall, we found that Old Oak Road was meeting this essential standard.

# 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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