

Review of compliance

Isand Limited Hawkstone House	
Region:	Yorkshire & Humberside
Location address:	Shann Lane Off Spring Gardens Lane Keighley West Yorkshire BD20 6NA
Type of service:	Care home service without nursing
Date of Publication:	September 2011
Overview of the service:	<p>Hawkstone House is a large detached house standing in its own grounds. Keighley town centre is about 1/2 mile away where a variety of shops, transport links and leisure facilities can be found.</p> <p>The home provides accommodation and support for 10 adults with learning disabilities who require significant support in daily living and may present</p>

	with challenging behaviour.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Hawkstone 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 to check whether Hawkstone House had made improvements in relation to:

Outcome 08 - Cleanliness and infection control
Outcome 17 - Complaints

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 7 September 2011, talked to staff and talked to people who use services.

What people told us

We spoke to two visiting professionals who told us that Hawkstone House is very homely, staff are helpful and provide good care and support to the people living there.

What we found about the standards we reviewed and how well Hawkstone House was meeting them

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

The home is clean and infection prevention measures are in place

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

Any complaint that is made is taken seriously and dealt with properly.

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 08: 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 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People using the service did not make any comments about this outcome.

Other evidence

When we visited in April 2011 we were concerned that there was a lack of soap in the bathrooms meaning that people couldn't wash their hands properly. When we visited this time we found soap and paper towels were available.

The deputy manager told us that the home had received a visit from the infection control team, the day before our visit, and that no major concerns had been raised. We confirmed this with the person leading that visit by telephone.

In April we also found that people were smoking outside the main kitchen. This meant that smoke could drift back into the kitchen whilst food was being prepared. On this visit we found that a new smoking area has been created in the car park for people to use away from the kitchen.

Our judgement

The home is clean and infection prevention measures are in place

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 did not make any comments about this outcome.

Other evidence

When we visited in April 2011 we were concerned that staff were not recording concerns or complaints that they had received. We looked at the complaints log and saw that records are now being kept that show what the concerns or complaint was about, what action staff have taken to sort them out and the outcome. This makes sure the complainant is kept informed about what has been done and staff are checking to make sure they are satisfied with the outcome.

Our judgement

Any complaint that is made is taken seriously and dealt with properly.

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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