

# Review of compliance

<p>Stratford &amp; District Mencap Stratford &amp; District Mencap - 201 Drayton Avenue</p>	
<b>Region:</b>	West Midlands
<b>Location address:</b>	201 Drayton Avenue Stratford-upon-Avon Warwickshire CV37 9LD
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	May 2012
<b>Overview of the service:</b>	201 Drayton Avenue provides a respite service for up to four people with Learning Disabilities. Stays can vary from one or two days to a week or more. The two storey home is situated in a residential area of Stratford.

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

## Our current overall judgement

**Stratford & District Mencap - 201 Drayton Avenue was meeting all the essential standards of quality and safety inspected.**

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 18 April 2012, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

There was the maximum of four people using the service on the day we visited. Two were more readily able and willing to talk; one particularly so. One person happily showed us around the house, told us about people who stayed there, and the staff, and had a very positive view of the home. They showed us 'photos of us and the gang', and were definite that 201 Drayton Avenue was a 'good place!' One other person gave positive vocal responses, and there was much banter and laughter. The two other people stopping there that day were quieter, but also appeared content and happy to be there.

We later spoke to the family carers of the two quieter people there. They were very positive about the service, and said that their adult children were always happy to go. Comments included "absolutely marvellous", "really looks forward to going there", "looked after well", and they make sure "as far as they can" that people are "stopping with people they get on with."

The home was smart, tidy, well maintained, and homely, and the people stopping there were comfortable and at ease, and could access all parts of the house. The only exception to this was the small staff room, with the blunt message 'Staff only – keep out'. Staff said that this was essential so that staff could do such jobs as checking medication undisturbed.

### What we found about the standards we reviewed and how well Stratford & District Mencap - 201 Drayton Avenue 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's privacy, dignity and independence were respected.

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

People experienced care, treatment and support that met their needs and protected their rights.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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**

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

**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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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

There was an easy-going, warm and friendly atmosphere when we visited. People stopping at the home were clearly at ease there, comfortable with each other and the staff. People were spoken to in a familiar, but never disrespectful, manner.

We saw people with markedly different needs and skill levels being supported and engaged with in appropriate ways, helping everyone to feel respected and valued.

#### Other evidence

Records, observation, and discussion with staff, showed us that people were supported and encouraged to help in the running of the house. Whilst one person was being supported to go to the toilet, another was being encouraged to sort out their own arrangements for lunch the following day.

#### Our judgement

People's privacy, dignity and independence were respected.

## 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 presented as comfortable, well, and enjoying their stay. We saw upcoming activities detailed, and staff made it clear in discussion that these were tailored to individual need, and they showed a good awareness of what people liked, and didn't like.

A healthy meal was being prepared as we left; staff had a good awareness of people's dietary needs and choices. After being initially welcoming and curious about us when we arrived, people stopping at the home were happily engrossed in a TV programme when we left.

The relatives we spoke with were positive about the care and support. "Staff all look after people well" was one comment.

##### Other evidence

We looked briefly at the care plans of two people stopping at the home. These showed clear concise overviews of care needs, with the emphasis on where support was most needed, and why. Care plans detailed individual needs, and staff showed a good awareness of these, and how they were to be supported.

Staff were able to give examples of how respite stays had helped people achieve greater independence, and had in some instances, become 'stepping stones' to them moving to more independent settings.

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### **Our judgement**

People experienced care, treatment and support that met their needs and protected their rights.

## 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 were greeted at the door by someone using the service, supported by a member of staff at a discrete distance. They both ensured we had valid reasons from visiting, and an identification card. People were confident in their demeanour and speech during our visit, with much laughing and joking.

##### Other evidence

There had been a safeguarding incident the previous year that had been dealt with by the service with the appropriate involvement of outside agencies. Staff talked through this with us and their actions showed that they followed procedures to ensure people using the service were kept safe. People's confidences were also respected.

Staff said that they had training in the protection of vulnerable adults, and showed a good awareness of safeguarding and keeping people protected. Relatives we spoke with said that they were clear on who to contact if they had concerns. The complaints log indicated that when relatives voiced concerns, they were responded to appropriately.

We saw in the complaints log where concerns had been recorded from relatives about what people were permitted or not permitted to do while staying at the service. Examination of records, and discussion with staff, showed us that the service took heed of others and the service user themselves in ensuring people's rights and well being

were protected.

**Our judgement**

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

## 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

People stopping at the home were familiar with and comfortable with the staff, interacting with them in a relaxed and informal way. Staff were confident and aware of, and able to meet, the needs of the people stopping at the home.

##### Other evidence

We spoke with the two staff on duty. Both independently said they were well supported, with suitable and regular training, regular supervision and annual appraisals. They said there were regular team meetings, and that there was an on-call system, whereby there was always a manager available if needed. They said the manager was readily available and was a regular visitor.

Towards the end of our visit, the manager visited to see all was well.

##### Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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

People stopping at the home appeared content and happy with the service. One person was able to clearly say "It's great here!" Others indicated by smiles, gestures and positive words that they were happy with the service.

Relatives we spoke with were confident of being able to pass on any views about the service, and confident of having any concerns promptly addressed. They said that there were never any worries about people being unwilling to go to 201 Drayton Avenue, and that if this were the case, it would soon be apparent, and they would contact the service.

In one instance, it was apparent from records that parents' wishes on diets and activities were different to that expressed at times by the person themselves. It was evident, from observation and discussion that the service worked effectively to reconcile different views, with a good awareness of their duty of care.

##### Other evidence

The service has Quality Assurance processes in common with other services run by Stratford Mencap, including finance and medication audits. There is an operations manager and chief executive who may visit unannounced and get informal feedback. The manager for the service visited during our visit.

The complaints log showed evidence of people making complaints, and of these being

addressed.

We saw records of 'House Surveys' that showed that the service sought the views of people who used it, in the form of 'easy read' questionnaires. These were primarily intended to be filled in by direct users of the service. In most of those we looked at, they were helped by someone else, most typically the family carer. There were no areas of concern on the surveys we looked at.

**Our judgement**

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

# 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. 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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