

Review of compliance

Whitwood Grange	
Region:	Yorkshire and Humberside
Location address:	Whitwood Grange Smawthorne Lane Castleford West Yorkshire WF10
Type of service:	Care Home
Date the review was completed:	21/06/11
Overview of the service:	Whitwood Grange provides accommodation and personal care and support for up to 16 people who have a Learning Disability.

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

What we found overall

We found that Whitwood Grange was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 and looked at the following standards.

- Care and welfare of people who use services
- Safeguarding people who use services from abuse
- Safety and suitability of premises
- Staffing

How we carried out this review

We reviewed all the information we hold about this provider, and carried out a visit on 21/06/11. We talked to people who use services, we also talked to staff, and checked the provider's records, and looked at records of people who use services.

We also considered the previous inspection visit report and Provider Compliance Assessments.

What people told us

People say they are fully involved in the decision making process and have a say in what they do. People using the service say they are fully involved and their wishes are respected.

They also said they are involved in the putting together of their care needs assessments, care plans and reviews. This means they have a say in how they are

supported and live their daily lives. People say they feel safe and those caring for them listen to what they say.

One person said they are fully involved in the assessment and care planning process and sign to say they agree with the way they are cared for and supported

People say they like living in the home and the people supporting them are caring and helpful.

What we found about the FOUR standards we reviewed and how well Whitwood Grange was meeting them.

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Not reviewed on this occasion.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Not reviewed on this occasion

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

People said are involved and have a say in how they are cared for and supported.

People say they are well cared for and those caring for them listen to what they say.

- Overall, we found that Whitwood Grange was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

Not reviewed on this occasion.

Outcome 6: People should get safe and coordinated care when they move between different services

Not reviewed on this occasion

Outcome 7: People should be protected from abuse and staff should respect their human rights

People using the service say they feel safe and well cared for.

- Overall, we found that Whitwood Grange was meeting this essential standard.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

Not reviewed on this occasion.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

Not reviewed on this occasion.

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

People say they like the home and one said they like their own self contained flat and they have everything they need. People also said they have everything they need and one person says they chose their own furniture, curtains and bedding. People said they feel well supported and are provided with a warm, clean and safe environment.

- Overall, we found that Whitwood Grange was meeting this essential standard.

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

.Not reviewed on this occasion.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

Not reviewed on this occasion.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People say they feel safe and are well cared for and staff are great.

Overall, we found that Whitwood Grange was meeting this essential standard

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

Not reviewed on this occasion.

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

Not reviewed on this occasion

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

Not reviewed on this occasion.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

Not reviewed on this occasion

Action we have asked the service to take

The service has not been asked to take any actions as a result of this review.

Other information

There are no outstanding improvement or compliance action following previous review

Please see previous review reports for more information.

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 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People using the service said they are involved and have a say in how they are cared for and supported.
People say they are well cared for and those caring for them listen to what they say. People using the service said they are very happy and have everything they need and like the people looking after them. Some people who cannot express themselves appeared to be happy and comfortable.

Other evidence
Records show that people are given information about the services provided before coming to live in the home.
A sample of peoples records show that their care needs are assessed before coming into the home. The signatures on peoples assessments and care plans and reviews show people are involved and they have a say in how they are to be supported and cared for. Some people have contracts that they sign and agree to what they will do and what activities they want to participate in.
The daily records contain descriptive words to show peoples choices and preferences with regard to how they live their daily lives where they go and what they do.
To make sure people receive the support and care they need and require the

assessments and care plans are reviewed regularly. Records also show that the manager looks at some care plans every month to make sure peoples needs continue to be met.

To make sure peoples care needs are met in a way they like and prefer they are asked on a regular basis if they are happy with the care and support provided.

The assessments and care plans are very detailed and show how peoples behaviours are to be managed and show peoples care needs including choices and preferences are to be met

, They also show peoples medical needs are met and the evidence shows they are supported by local GP's and hospital based consultants. To make sure peoples emotional needs are met there are regular meetings with the homes Psychologist.

To minimise risks and promote peoples rights there are care plans and risk assessments in place to document any physical interventions taken by staff

To make sure peoples care and support needs continue to be met the records in the home are maintained to a very high standard and contain lots of details showing staff what they must do to make sure peoples needs are met safely.

The records show people are supported and encouraged to participate in activities provided in the community.

Our judgement

The service is compliant in this outcome area as peoples needs are met and they are fully involved and have a say in what they do and what happens to them.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
People using the service say they feel safe and well cared for One person said if they have any complaints they speak to staff or the manager and it is dealt with right away. One person says they have a meeting and can say what they want.

Other evidence
To protect people using the service from any kind of abuse records show the service has a Safeguarding Policy and Procedure for staff to follow.
To further protect people records show all staff have Safeguarding Training and update training.
To protect people living in the home and those caring for them discussion with staff and the training records show they also have Behaviour Management training including how to use physical interventions safely.
Records show and in particular the CQC notifications that the home is good at recording and reporting any incidents when physical intervention has to be used.
To make sure peoples rights are upheld and protected there is a complaints policy and procedure for staff to follow.
The records show a recent complaint received from a neighbour about noises made by someone using the service was appropriately investigated and dealt with by the home within the set timescales.
To further protect people living in the home records show that new staff have a

police check to make sure they do not have a criminal record.

Records show the Manager and senior support workers have regular meetings about managing peoples behaviours safely.

Records show people who lack understanding have access to an Independent Advocate to help look after their best interests. This good practice is to be commended

A sample of peoples records show there are risk assessments completed and care plans developed to minimise any risks to people living in the home.

Our judgement

The service continues to be compliant in this outcome area as people using the service are protected from any kind of abuse and say they feel safe.

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
People said they like living in the home. One person said they like their own self contained flat and they have everything they need. They said they have chosen their own furniture, curtains and bedding.

Other evidence
On the day of the visit people were observed relaxing in comfortable home that was well decorated clean and safe. However it was noted that there are very few pictures and wall decorations around the home. The Manager says that some people living in the home cannot accept or tolerate things on the wall and will break them.

It was also noted that some peoples bedrooms also had very little furniture or decorations to make them more homely. However, the reasons for this are well documented in their care plans and risk assessments.

Other peoples rooms were seen to be well decorated, clean and well maintained. To make sure people remain safe records show that there are regular health and safety checks some daily, some weekly and a monthly audit.

To protect people living in the home, discussion with staff found that they have Health and Safety training and training in how to deal with and store the cleaning materials they use.

The Manager said to keep the home well presented and comfortable there is a

rolling programme of decoration and re-furbishment but work is completed s and when it is needed.

To keep people safe the staff training records show all staff have fire prevention and health and safety training. Discussion with staff confirmed this.

Our judgement

The service is compliant in this outcome area as people live in a home that is clean, comfortable and safe

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with outcome 13: Staffing

Our findings

What people who use the service experienced and told us
People say they feel safe and are well cared for staff are very caring and helpful. One person says they like their key worker are very good and they listen to what they say One person says they are looking forward to their holidays.

Other evidence
Records show that people are supported by staff that receive training in how to care for people who have Learning Disabilities and behaviours that can be challenging. People are also supported by qualified staff as records show staff have National Vocational Qualification Training and some are attending the new Diploma in Care Award training.

The Manager said there are enough staff planned to be available to meet the care and support needs of people using the service. The staffing rota confirmed this. Throughout the visit enough staff were observed to be available to meet the care and support needs of people living in the home in a relaxed and unhurried manner. Positive relationships were also observed being fostered between care staff and those living in the home.

To make sure people are safe records show that police checks, health checks, and identity checks and references are taken up before they are employed.

To further protect people in the home records also show all new staff have mandatory induction training and are mentored until the manager is happy with the standard of their work.

To make sure people receive the care and support they need and require all staff receive regular line management supervision.

Records show th home has a key worker system and people living in the home have a say in who supports them.

The Quality Assurance Report shows the views of people living in the home and those of their relatives is sought through quality assurance surveys

Our judgement

The service is compliant in this outcome area as people living in the home have their care needs met by trained and qualified staff.

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 Adult 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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