

# Review of compliance

Baba Sawan Lodge Limited Hambleton House	
<b>Region:</b>	East Midlands
<b>Location address:</b>	337 Scruptoft Lane Leicester Leicestershire LE5 2HU
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	October 2011
<b>Overview of the service:</b>	<p>Hambleton House is registered to provide care and support for up to 18 people.</p> <p>The service is situated on Scruptoft Lane, close to a range of local amenities, including shops, pubs and clubs. There is a regular bus service from Scruptoft Lane to Leicester City Centre.</p> <p>The service is on three floors. All communal areas and some bedrooms</p>

	<p>are situated on the ground floor, the remaining bedrooms are on the first and second floors. At the rear of the service is a terraced area and lawn.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Hambleton 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 Hambleton House had made improvements in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 07 - Safeguarding people who use services from abuse

Outcome 21 - Records

### How we carried out this review

We reviewed all the information we hold about this provider, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

People told us that they were happy living at Hambleton House. They told us that they felt safe there and they were able to decide what they wanted to do and where they wanted to spend their time. One person told us that they liked watching the television, whilst another person told us that they enjoyed looking at their books.

Other people spoken with told us, "I'm alright here, I've been here a long time, I go to the football, I really like it". "I've got nothing to worry about".

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

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

Up to date care plans ensure that peoples' needs are met.

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

People are protected because staff understand their responsibilities around the

safeguarding of adults

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

Records are appropriately maintained and kept secure

### **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 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 living at Hambleton House told us that they were happy with the care and support they were currently receiving, one person told us, "I'm alright here, I've been here a long time".

During our visit we observed support being provided in a relaxed and friendly manner and the staff were well aware of the individual needs of those they were supporting.

There was a relaxed atmosphere throughout the service and people were able to choose what to do and where to spend their time.

##### Other evidence

We checked the records belonging to one person using the service to check whether these were up to date. We found that the relevant paperwork was in place including care plans and risk assessments. These had been reviewed monthly and any changes to the persons care and support had been recorded.

An administrator has been employed since our last visit and both they and the manager have worked hard to bring peoples' records up to date. We were told that staff now sit down with each person to discuss their care plan on a monthly basis to make sure that it remains accurate. Evidence was seen of people signing their care plans to confirm that they agreed with them.

#### Our judgement

Up to date care plans ensure that peoples' needs are met.

## 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

People told us that they felt safe living at Hambleton House, we spoke to three people currently using the service and all shared that they were happy living their and they felt safe and secure. One person told us, "I don't worry, if I did I'd talk to Maureen [registered manager] another person stated, "It's alright here".

People were very much at ease with the staff who were supporting them and there was a calm and relaxed atmosphere throughout our visit.

##### Other evidence

Since our last visit to Hambleton House a trainer has been employed to provide relevant training to all the staff working there, this includes training in the safeguarding of adults which was provided in June this year. For staff who were unable to attend this date, further training has been arranged for October.

Two staff members were spoken with during our visit to check whether they were aware of the actions they should take if they were at all concerned about a person using the service. Both were able to explain the procedures to follow and showed a good understanding of their responsibilities in keeping people safe.

A check list is now displayed on the notice board showing the relevant people to contact if concerns are identified.

#### Our judgement

People are protected because staff understand their responsibilities around the safeguarding of adults

## Outcome 21: Records

### What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

\* Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.

\* Other records required to be kept to protect their safety and well being are maintained and held securely where required.

### What we found

#### Our judgement

The provider is compliant with Outcome 21: Records

#### Our findings

##### What people who use the service experienced and told us

No direct comments were received from people who use the service in relation to this outcome.

##### Other evidence

The records checked during this visit were up to date and showed the current needs of the people using the service. Since our last visit a number of audits have been developed which has enabled the manager to check the records on a weekly or monthly basis. The new administrator has devised monthly review sheets for peoples' care records and these are completed regularly. Where shortfalls in recording were identified, these were rectified swiftly to ensure that the records remained current and relevant.

All records were appropriately stored to ensure confidentiality.

##### Our judgement

Records are appropriately maintained and kept secure

# 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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## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA