

Review of compliance

Nottingham Community Housing Association Limited
Nottingham Community Housing Association Limited
- 6-8 Martinmass Close

Region:	East Midlands
Location address:	6-8 Martinmass Close Lenton Nottingham Nottinghamshire NG7 2LN
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	<p>6 - 8 Martinmass Close is registered to provide the regulated activity of accommodation for people requiring nursing or personal care.</p> <p>The service specialises in providing a service for people who have a learning disability and can provide care for up to</p>

	<p>five people; both men and women.</p> <p>There was only one person living at the service when we visited and the location was scheduled for closure on 30 November 2011.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

**Nottingham Community Housing Association Limited - 6-8
Martinmass Close 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 because concerns were identified in relation to:

Outcome 04 - Care and welfare of people who use services

How we carried out this review

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

What people told us

We visited this service because we were concerned that we had not visited for some time. We wanted to make sure that people were getting good care and that the service were compliant.

We met the person living at the service and we spent all of the visit in the communal area observing the care and the environment.

The person who lived at the service had very limited verbal speech. We saw the person leading staff to what they wanted and pointing. We saw the staff being responsive to the person's needs. We saw that the person was well dressed and looked comfortable. From what we observed, the person seemed very happy with the staff on duty and they communicated well.

We saw the staff take the person out for a walk to the canal to feed the ducks, they were also planning to visit to a cafe for a treat. We saw no signs that the person was anxious, nervous or fearful of anyone caring for them. They showed affection for the staff and the manager. We observed that the person looked clean and well cared for. The home was comfortable with pictures, drawings and a fish tank.

What we found about the standards we reviewed and how well Nottingham Community Housing Association Limited - 6-8 Martinmass

Close was meeting them

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

People experienced safe, effective care, support and treatment which met their needs and was in line with their wishes.

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

We met the person living at the service and we spent all of the visit in the communal area observing the care and the environment.

The person who lived at the service had very limited verbal speech. We observed they communicated well using facial expressions. We saw the person leading staff to what they wanted and pointing. We saw the staff being responsive to the person's needs.

We saw that the person was well dressed and looked comfortable. From what we observed, the person seemed very happy with the staff on duty and they communicated well.

We saw the staff take the person out for a walk to the canal to feed the ducks, they were also planning to visit to a cafe for a treat.

We saw no signs that the person was anxious, nervous or fearful of anyone caring for them. They showed affection for the staff and the manager.

We observed that the person looked clean and well cared for. The home was comfortable with pictures, drawings and a fish tank.

Other evidence

We looked in depth at the person's plan of care and found this was clear, detailed and well written. It offered good guidance to staff about the person's needs and wishes.

We saw that the care plans were kept under review and we found that good quality daily records were kept.

We found there were clear support plans in place to help staff understand and manage more challenging behaviours. The staff we spoke with showed an excellent understanding of the person's needs and of the support plan.

The staff we spoke with told us a lot about what the person liked and about their choices and how they supported these.

We saw evidence in the plans which showed that the person had been assessed by other healthcare professionals, such as the physiotherapist and the speech and language therapist. We saw that their expert advice had been written into care plans and risk assessments and the staff we spoke with understood and followed their guidance.

The staff told us that they tried to involve the person in daily living tasks as much as they could. They said some tasks were too risky for the person to manage alone, but they said they always provided support.

The staff told us the person liked to go out shopping, going out into town and going out for meals. They demonstrated a good understanding of her likes and dislikes and we found these were also recorded in the person's plan of care.

The staff and the manager told us they were sad the person was moving, and had arranged a robust move on and transition plan. This was aimed at helping the person gradually adjust to another environment. There was a good support plan written to address this area of need.

We spoke with the local authority and the primary care trust before we visited to see if they had any information to share with us about this service. They told us they had no concerns and we had not received any information of concern about this service.

Our judgement

People experienced safe, effective care, support and treatment which met their needs and was in line with their wishes.

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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