

Review of compliance

Norwood Copper Beech	
Region:	South East
Location address:	Ravenswood Village Nine Mile Ride Crowthorne Berkshire RG45 6BQ
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	<p>Copper beech is a home for up to 16 people in Ravenswood village close to Crowthorne in Berkshire. There is a main house with two flats at either end for two people who require one to one support.</p> <p>The village is a Jewish community charity for adults with learning disabilities and there are many on site facilities. The village is run</p>

	according to the Jewish faith, although there are residents who are not Jewish and can follow their own faith or none.
--	--

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

Our current overall judgement

Copper Beech 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 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 20 March 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We were unable to fully verbally communicate with people living at Cooper beech and we did not fully understand their communication methods. Therefore we spent time observing the interactions between the staff and people living in the home to attempt to gain an understanding of their experiences.

The staff knew people well and they used body language, facial expression and communication aides to facilitate communication. The staff explained that people often understood spoken language but they did not always respond verbally.

What we found about the standards we reviewed and how well Copper Beech 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 are treated with respect and their dignity and privacy is protected. They are enabled to be involved in decision making and choices about their care and activities of daily living.

Overall we found that Copper beech was meeting this essential standard.

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

People received care that has been assessed, planned and delivered in a way that meets

their individual needs.

Overall we found that Copper beech was meeting this essential standard.

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

People are protected from the risks of harm or abuse because the staff are trained to recognise and appropriately respond to any allegations of abuse.

Overall we found that Copper beech was meeting this essential standard.

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

The service had enough suitably skilled and experienced staff on duty at all times to protect the health, welfare and safety of people who use this service.

Overall we found that Copper beech was meeting this essential 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 for reviewing and improving the quality and safety of the service.

The system included obtaining the views of people who use the service.

Overall we found that Copper beech was meeting this essential standard.

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 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

We observed that staff spoke respectfully to people and they treated people with respect and dignity.

People who required staff with them at all times chose to walk around the home. The staff walked with them and supported them to go wherever they chose including into the garden.

Other evidence

During our visit, we saw three care plans. These included details about people's choices and their likes and dislikes.

The care plans included a cultural plan that included people's religious beliefs and the support people required to observe those beliefs.

The staff explained that because of the level of support people required, formal house meetings were not appropriate. Therefore, it was more important for the staff to get to know people really well so they could advocate for them and ensure their wishes were met.

The staff described how they understood people's moods and needs through their behaviour and how they then responded appropriately. One example of this was when staff ensured there was plenty of food available for one person outside meal times. This

was because at times this person ate very little and at others they became very hungry. We observed that staff supported this person to eat as much as they needed.

The staff told us about the activities people were involved in, both inside and outside the home. There was a wide range of activities and these had been recorded in peoples care plans.

One person enjoyed many physical activities and the staff had ensured they took part in enough activity to meet their needs.

The staff showed us a choices board, which people could press and would speak a word, and a range of pictures outside the kitchen door. Some people used this to indicate what they wanted such a drink or if they wanted a snack or to use a toilet.

We observed people during their lunch. Staff offered people choices regarding their food and drink and encouraged people to be as independent as possible.

The staff described how they maintained people's dignity and privacy whilst offering support with personal care. The records demonstrated that the staff had guidance and training about how they should maintain peoples privacy.

Our judgement

People are treated with respect and their dignity and privacy is protected. They are enabled to be involved in decision making and choices about their care and activities of daily living.

Overall we found that Copper beech was meeting this essential standard.

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 did not, on this occasion, speak to people about this outcome.

Other evidence

During our visit, we observed that staff supported people to maintain their personal care needs and to attend their chosen activities.

During our visit, we looked at three care plans.

These plans were very individual and they included an assessment of all aspects of people's needs and a plan of how the staff should meet those needs.

The care plans contained details about people's health, including mental health, their communication, their personal care and their choices, likes and dislikes.

The care plans had been regularly reviewed and updated.

The care plans included detailed information about people's health and we saw letters from health care professionals. These demonstrated the staff had sought advice and requested regular reviews of people's treatments and medication.

The care plans contained detailed risk assessments including an assessment of risk to others due to any challenging behaviour. The risk assessments guided staff about how to minimise any risks to the person, themselves or to other people in the home and the community.

The staff knew people well and they were able to accurately describe their needs and how they met those needs.

The staff told us they had the specialist training they required to support people with their health and personal care.

Two members of staff told us that the staff team discussed people's needs at regular meetings and any changes to their health or wellbeing were discussed daily.

Our judgement

People received care that has been assessed, planned and delivered in a way that meets their individual needs.

Overall we found that Copper beech was meeting this essential standard.

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 were unable to directly express their views about whether they felt safe in the home. However, people moved freely around the home and approached staff. The staff were friendly and supportive.

Other evidence

The manager and the staff were able to describe to us how they would respond to and report any allegations of abuse.

Their descriptions were consistent with the guidance we looked at, which the staff had available to them.

Staff had completed training in safeguarding which included the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards.

The manager told us that they were in the process of finding suitable alternative accommodation for a number of people and as part of that process people were being assessed under the Mental Capacity Act 2005. Where people lacked the mental capacity to make life changing decisions, best interest decisions were made in consultation with health care professionals and people's families.

Our judgement

People are protected from the risks of harm or abuse because the staff are trained to recognise and appropriately respond to any allegations of abuse.

Overall we found that Copper beech was meeting this essential standard.

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

We did not, on this occasion, speak to people about this outcome.

Other evidence

People living in the home required different levels of staff support to meet their needs. Three people required one to one staffing for periods of the day or at all times. The manager explained how they monitored the staffing levels to ensure people had their needs met including the need to attend their chosen activities.

The staff rota demonstrated that there were enough staff at all times to meet the needs of the people living in the home and the numbers were adjusted to meet to people's needs.

Staff told us that there was always enough staff to meet people's needs. There were also volunteers who helped with the cleaning and cooking and some activities. Staff told us that volunteers did not support people with their personal care, but they contributed a great deal to the lives of people living at the home.

One volunteer told us they enjoyed working at the home and they had received good support from the staff team. This volunteer was making sandwiches for people's lunch and offered extra food to one person whose health depended on extra food at certain times.

Our judgement

The service had enough suitably skilled and experienced staff on duty at all times to protect the health, welfare and safety of people who use this service.

Overall we found that Copper beech was meeting this essential 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

We did not, on this occasion, speak to people about this outcome.

Other evidence

The manager told us that the service manager visited the home at least monthly to carry out an audit.

The manager explained that they met monthly with other managers to discuss issues regarding the running of the service.

The staff told us they met regularly as a team to discuss any changes and updates about any new policies or procedures.

Some examples of improvements included the recognition by the manager that the flat for one person was inadequately furnished. The refurbishment had started and they explained they were awaiting specialist furniture and adaptations that met the needs of the person.

The manager and staff had also recognised that one person required specialist referral for a health issue which affected their communication. The staff had referred this person for a review.

We reviewed a sample of the accident and incident records. These demonstrated that the home had accurately recorded incidents and learnt lessons from them in order to improve the service.

The charity that provides this service regularly seeks the views of people's relatives and

health care professionals

The service had an effective complaints procedure and we saw information for people about how they could complain. There had been no recent complaints but the staff were aware of how they should respond to a complaint.

Our judgement

The provider had an effective system for reviewing and improving the quality and safety of the service.

The system included obtaining the views of people who use the service.

Overall we found that Copper beech was meeting this essential standard.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA