Review of compliance

St Bonaventures Trust
St Bonaventures

<table>
<thead>
<tr>
<th>Region:</th>
<th>North West</th>
</tr>
</thead>
</table>
| Location address: | 62 Kenworthy Lane  
|               | Northenden  
|               | Manchester  
|               | Greater Manchester  
|               | M22 4EJ |
| Type of service: | Care home service without nursing |
| Date of Publication: | February 2012 |
| Overview of the service: | St Bonaventures is a care home providing personal care only for a maximum of seven adults with a learning disability. The home is situated in the Northenden area of Manchester, within easy reach of shops and community amenities. |
Our current overall judgement

St Bonaventures 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 25 January 2012, carried out a visit on 26 January 2012, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People told us that they were being cared for and supported well. Comments made included:
"I like it here, I like them (the staff) and they help me do things I like to do".
"I go to see the doctor if I am not well".
"We go shopping and to lots of different places that I like. I like going to the caravan (owned by the home) in Wales".

What we found about the standards we reviewed and how well St Bonaventures was meeting them

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

People using the service were receiving appropriate care and support and their views about their care and support were actively sought and acted upon.

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

People using the service were protected from abuse or the risk of abuse.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way
People using the service were provided with their medicines safely and appropriately.

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

People using the service were safe and their health and welfare needs were met by appropriately trained staff.

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

People using the service benefited from the provider of the service regularly reviewing the quality of the care and support provided.

**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

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 04: Care and welfare of people who use services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
</table>

What people who use the service experienced and told us  
People told us that they were being cared for and supported well.

Comments made included;

"I like it here, I like them (the staff) and they help me do things I like to do".

"I go to see the doctor if I am not well".

"We go shopping and to lots of different places that I like. I like going to the caravan (owned by the home) in Wales".

Other evidence  
People living at the home were being enabled to access care and support from a variety of health and social care professionals as required. This included accessing highly specialised services where the need had been identified. Each person had a health action plan in place that identified their health needs and how these were being appropriately addressed.

We looked at the care records of three people. They contained documentation regarding their referral and assessment before admission and risk assessments and care plans had been subsequently put in place to address their needs. These had been reviewed regularly. Care plans and risk assessments were personalised and reflected the needs, preferences and aspirations of people in an individualised way.
Staff were observed to support and care for people competently and sensitively during our visits. Discussion with staff demonstrated they had a detailed understanding of how people using the service needed to be cared for and supported. They also told us that there were sufficient numbers of staff provided to appropriately meet the needs of people living at the home. A member of the management team was on call at all times to support staff outside the normal working hours of the registered manager.

The home provided accommodation for a maximum of seven people. It was noted people were being cared for and supported in an environment that was clean, warm and that had recently undergone a programme of refurbishment to improve the facilities available.

People using the service were being supported to access a wide range of services and leisure activities in the local (and wider) community. This included the provision of regular holidays/short breaks and other outings.

**Our judgement**

People using the service were receiving appropriate care and support and their views about their care and support were actively sought and acted upon.
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 did not receive any comments from people using the service regarding this outcome.

Other evidence

A suitable process was in place for responding appropriately if it is suspected that abuse has occurred. There have been no safeguarding referrals in respect of the home in the last twelve months.

Discussion with the staff working at the time of our visits confirmed they were aware of the importance of keeping people living at the home safe. They confirmed that they were regularly provided with safeguarding training. They could also appropriately describe to us what actions they would take if they suspected a person using the service was being subjected to abuse of any description.

Staff training records kept at the home detailed that safeguarding training had been regularly provided.

Our judgement

People using the service were protected from abuse or the risk of abuse.
Outcome 09:  
Management of medicines

What the outcome says  
This is what people who use services should expect.

People who use services:  
* Will have their medicines at the times they need them, and in a safe way.  
* Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 09: Management of medicines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
</table>

What people who use the service experienced and told us  
We did not receive any comments from people using the service regarding this outcome.

Other evidence  
Medication at the home was administered by staff who have been provided with appropriate training. Following training their ability to administer medication safely to people using the service was checked to ensure their competency in this area.

At the time of our visit medication was stored securely and appropriate records in respect of medicines were being maintained. Each person using the service had their own medication administration record. A sample of these were looked at during our visit. These were found to have been completed appropriately and reflected that medicines were being administered at the appropriate times.

A suitably documented system for re-ordering and disposing of medicines was in operation.

Our judgement  
People using the service were provided with their medicines safely and appropriately.
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
We did not receive any comments from people using the service regarding this outcome.

Other evidence
The registered manager told us that a training plan was in place to make sure staff could safely meet the needs of people using the services of the home. During our visit we looked at that plan. It detailed what training had been provided to each member of staff and when that training had been delivered. The plan was up to date and reflected that staff had been provided with regular and appropriate training. It was also noted that many of the care staff had a National Vocational Qualification (NVQ) in care. The remaining care staff were undergoing this type of training or are expected to do so in the near future.

Staff told us that they were well supported by the registered manager and senior staff at the home and that their views were listened to and respected. They could voice their views individually or at regular staff meetings and were enabled to access appropriate training on a regular basis. Staff confirmed that they were supervised by senior staff at all times and that they had regular supervision meetings that included reviewing their training needs.

Our judgement
People using the service were safe and their health and welfare needs were met by appropriately trained staff.
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 receive any comments from people using the service regarding this outcome.

Other evidence
During our visit the registered manager provided us with detailed information about how the quality of the service people receive was monitored. The process included regular checks (audits) being conducted by the registered manager and her deputy to assess the quality and appropriateness of the services provided. The registered manager provided us with examples of the checks that have been conducted. We looked at a sample of these audits during our visit – where these identified issues an action plan was implemented to remedy them in a timely and appropriate way.

The views of people using the service and their relatives were sought through regular surveys (produced in a suitable format for those using the service). Regular house meetings were also held where people using the service could express their opinions about life in the home. These meetings were recorded and identified actions to be taken in response to issues identified.

Discussion with staff revealed that their views on the running of the home were sought, listened to and acted upon. They felt their views were valued and respected.

Our judgement
People using the service benefited from the provider of the service regularly reviewing
the quality of the care and support provided.
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

<table>
<thead>
<tr>
<th><strong>Document purpose</strong></th>
<th>Review of compliance report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Author</strong></td>
<td>Care Quality Commission</td>
</tr>
<tr>
<td><strong>Audience</strong></td>
<td>The general public</td>
</tr>
<tr>
<td><strong>Further copies from</strong></td>
<td>03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a></td>
</tr>
<tr>
<td><strong>Copyright</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

## Care Quality Commission

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