

Review of compliance

Bridgewood Trust Limited Wheatley Lane	
Region:	Yorkshire & Humberside
Location address:	21-25 Wheatley Lane Lee Mount Halifax West Yorkshire HX3 5HN
Type of service:	Care home service without nursing
Date of Publication:	July 2011
Overview of the service:	21,23 and 25 Wheatley Lane are properties that are managed by the Bridgewood Trust, which is an organisation that provides accommodation and care for adults with a learning disability in the Calderdale and Kirklees areas. The three adjoining houses on Wheatley Lane can each accommodate two people. The properties are situated in a

	residential area with easy access to the town centre of Halifax.
--	--

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

Our current overall judgement

Wheatley Lane 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 and carried out a visit on 13 June 2011.

What people told us

People told us they like living at Wheatley lane, they said everyone is friendly and gets on well together. One person jokingly said "well, we get on most of the time". One person told us "I like living with my friend".

People are consulted about how the house is run; we saw evidence of this in the minutes of meetings. People are asked about the menus, holidays and visits are arranged that are in keeping with individual hobbies and interests. One person told us about the concerts he had been to and told us about a visit to Manchester United football ground.

People told us about some of the activities they take part in during the week, they said they enjoyed them. A couple of people told us about their care plans; one person told us some of the things that were in his plan.

We asked people what they thought about the accommodation and they said it was "good", "very nice and comfortable" and "I like my room".

People told us they liked the staff and got on well with them. People were at ease chatting to staff about what they had been doing during the day. We witnessed some good humoured exchanges between people living and working there.

There are always sufficient staff on duty to meet people's needs; this was confirmed by people living there. From talking to staff it was evident that they communicate well with each other and they can respond to any changes in people's needs by alterations to the staffing arrangements.

What we found about the standards we reviewed and how well Wheatley Lane 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 views are listened to.

Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

People/ and their representatives are consulted about their personal plans to make sure they agree with the content.

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

People are receiving the care, treatment and support they require to meet their personal needs.

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

People feel safe and secure and staff know what to do to protect people.

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

The premises provide a safe comfortable environment for people to live and work in.

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

People who use the service are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

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

People receive the support they require from a well trained and supported staff team.

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 asked people about life at Wheatley Lane and they said "It's good here", "I'm fine, no problems" and "I like it, it's where I live" and "it's alright".

Other evidence

We looked at the minutes of meetings attended by all of the people using the service, there have been three meetings this year and we could see that people were asked about what they wanted to do for their annual holidays and days out; they were also asked about the activities they were involved in, about the menus and whether they wanted any changes to them. People were asked if there were any issues they wanted to raise that concerned them about the running of the service. The minutes demonstrate that issues raised are followed up by the manager and people always receive feedback.

Although not everyone was able to tell us in detail about their experiences, their interactions with staff indicated that they were comfortable and felt able to tell them if they had any issues about their care and support.

The care plans we looked at contained information about peoples' life histories, personal preferences and likes and dislikes. We talked to the manager and she told us

the staff were fully conversant with what was in the plans, she said all new staff have to have good understanding of people's needs before they provide people with support on their own

Our judgement

People are treated with respect and their views are listened to.

Outcome 02: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- * Where they are able, give valid consent to the examination, care, treatment and support they receive.
- * Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- * Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

The people we were able to speak to said they knew about their care plans and they had been asked about the support they required. They said the staff listened to them and took their views on board.

Other evidence

In their provider compliance assessment, this is a self assessment completed by the Bridgewood Trust, the service told us "All service users who are able are supported to be involved in all documentation pertaining to them. If a service user is unable to assist or be supported by a family member, a friend of the service user is involved in the process with the agreement of the service user. Where this is not possible an advocacy service would be sought".

From talking to people using the service, looking at their records and talking to staff there is evidence to show that people are genuinely consulted about the support they require. The staff have a good understanding of people's needs and from observation of interactions during our visit it is clear that people get on well together and enjoy good relationships. We witnessed lots of good humoured exchanges between people living and working together.

We could see from the records that people are involved in decisions about their care

and support as far as they are able and if they require support the organisation makes sure that relatives or advocates are involved.

Our judgement

People/ and their representatives are consulted about their personal plans to make sure they agree with the content.

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 told us that they are getting good care and support. These are some of their comments "This is a good place, I get on with people, sometimes people annoy me but it's alright". "It's nice, I like it". "They look after us here"

Other evidence

There have been few changes in occupancy of the three house over the past two years but staff assured us that anyone considering taking up residence would be invited to visit, meet people, stay for a meal and take as long as they need in order to make up their mind about whether Wheatley lane is the right place for them. People already living there would also be asked for their views and these would be taken on board.

Everyone living at the home has an individual support plan that gives staff details about what they need to do to make sure people's health care needs are met and they get the support they require.

We looked at two plans and we could see they are reviewed every six months; the main review is held annually. The records clearly demonstrate that people are involved in planning for their review and that other people who are significant in each persons life are also invited to take part. People we talked to also confirmed this.

The plans are easy to follow, they are written in a person centered way and give staff clear information about what action they need to take to support people. There are sections in the individual support plan that looks at what people want to do in relation to

social activities, education and employment. The people we talked to told us about the various activities they were involved in during the week. People are attending college, doing voluntary work, one person has a part time job, some people go to the Bridgewood Trust horticulture and craft centres in Huddersfield.

Everyone leads full and active lives pursuing their own hobbies and interests. Some people go to exercise classes, one person goes to belly dancing classes, another person runs with the local Harriers and enjoys swimming regularly. People told us about the holiday they are planning this year to Majorca, they told us about the days out they have planned, about going to see the X Factor show and a tour of Manchester United Stadium.

We could see from the individual support plans that people are receiving treatment from a range of health care professionals and records of contacts are well documented. People told us the staff always go with them to appointments; the manager said staffing is arranged to ensure that people get the support they require.

Our judgement

People are receiving the care, treatment and support they require to meet their personal needs.

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 they felt able to talk openly with staff if they had any concerns. They said they felt safe and sound living at Wheatley lane

Other evidence

The service has written policies and procedures about keeping people who use their service protected from any abuse.

During our visit staff told us they had received training in safeguarding vulnerable adults. They were able to say what action they would take if they suspected abuse or had an allegation of abuse made to them. They were very clear on their responsibility to report any allegations or suspicions of abuse.

We saw up to date training records which demonstrate that staff receive annual training updates on safeguarding.

Our review of the records we hold about the service show there has been one safeguarding incident reported to us. The matter was well managed and dealt with in accordance with the organisations procedures and safeguarding reporting protocol.

Our judgement

People feel safe and secure and staff know what to do to protect people.

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 told us they were happy with the accommodation.

Other evidence

Accommodation is provided in three adjoining properties; each house can accommodate two people. When we visited there were five people living there. The manager and the person living alone in one of the houses told us future plans have not been finalised regarding the occupancy of this house. Various options are being considered including using the vacant room as an office. The person residing there told us he likes living on his own.

All of the houses are identical in size and layout, each one is well maintained and pleasantly furnished. The middle property occupied by two women was being decorated when we visited and new carpets are due to be fitted. They showed us their rooms which they said they really liked. Both are highly personalised, reflecting the tastes of each occupant.

One of the houses that is occupied by two men serves as the main house. The staff sleeping in room is located there. The pleasant living area is spoiled by a filing cabinet in the corner of the room containing service records and an open shelving unit also containing records. This will hopefully be resolved if the office can be re-located.

The staff tend to cook the tea time meal in the house where the records are kept. This means that the two occupants of the middle house have to call and collect their plated up meal and carry it, covered up, back to their own house to eat. This arrangement has

been in place for several years and the manager said as far as she is aware there are no plans to change the practice.

We talked to the person who lives alone, he said he is often busy in the evenings so he has his meal later on. He also cooks some of his own meals in his own house.

Our judgement

The premises provide a safe comfortable environment for people to live and work in.

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 using the service told us the staff were always available when they needed them. One person said "I like all the staff, they're a good bunch".

Other evidence

Most people are out during the day taking part in activities of their own choice. The house is staffed between the hours of 3pm and 9:30am. There are two staff on duty from 2:30 / 3:00pm until 9:00pm. One person remains on duty and then "sleeps in", getting up the next morning to support people as they prepare to out, before going off duty at 9:30 am.

The manager told us the staffing arrangements are flexible and can be arranged to meet the support needs of people living there. She told us there would always be staff available if anyone was unwell and remained at home during the day. Additional staff are on duty if people need support to attend a concert or special event.

Our judgement

People who use the service are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

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

People using the service did not make any comments about this outcome.

Other evidence

The Bridgewood Trust provides a comprehensive training schedule that all staff have access to. We looked at the training records and we found a detailed list of all of the training undertaken by each member of the team, including copies of certificates they have been awarded. The training records are accessible, easy to follow and show that all staff have completed mandatory training, with regular updates to keep their skills and practice up to date.

A sample of staff records were looked at. These show that all staff receive supervision at least six times a year, the manager said staff can ask for additional supervision if they feel it necessary and this can easily be accommodated. Annual appraisals are also up to date; we saw records showing when the last appraisals had taken place.

We looked at staff meeting minutes and could see that three meetings have taken place since December 2010 and the next one is planned for later in June 2011.

The manager and a member of staff on duty told us the staff team is quite small and they communicate well with each other. They ensure that messages are passed on and details of all appointments are always logged in the diary.

Our judgement

People receive the support they require from a well trained and supported staff team.

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