

Review of compliance

<p>Holly Bank Trust The Sycamores</p>	
<p>Region:</p>	<p>Yorkshire & Humberside</p>
<p>Location address:</p>	<p>60 Stockingate South Kirkby Pontefract West Yorkshire WF9 3RA</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>October 2012</p>
<p>Overview of the service:</p>	<p>The Sycamores provides accommodation and personal care for up to eight people who have a physical disability and who may also have a learning disability. People are encouraged and supported to live as independent a lifestyle as possible.</p>

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

Our current overall judgement

The Sycamores was meeting all the essential standards of quality and safety inspected.

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 21 September 2012.

What people told us

People told us they like living in the home. One person who communicated through a special machine controlled through eye movement said they like eating out and in particular Italian Bistros. They went on to say that they also like some Italian celebrity chefs but they also like Jamie Oliver.

People told us they like living in the home and the people caring for them. One person we spoke to in the kitchen and they said they 'were checking to see that their omelette was being cooked properly for their lunch'.

One person told us they like the people caring for them but they also have their favourites.

A visiting Dietician writes in the compliments book, 'The staff are very helpful and friendly. Staff are caring and provide information needed for a dietetic assessment'. A visiting District Nurse writes, 'the home provides a lovely environment and really caring people, I love coming to the home'.

One visiting relative writes in the comments book 'Its been good to see such a happy and well run home. Well done to everyone'. One visitor from Leeds City College writes its a 'Fantastic, inclusive and supportive environment. The manager is very motivational, inspiring and passionate. What a great place'.

Another visiting Dietician writes, 'Helpful and caring staff, they had all the information needed for review and assessments available, the staff are very well informed on the needs of their service users. Good documentation'.

What we found about the standards we reviewed and how well The Sycamores was meeting them

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

The provider was meeting the standard

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

The provider was meeting the standard

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

The provider was meeting the standard.

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

The provider was meeting the standard.

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

The provider was meeting the 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 was meeting the 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 told us they like living in the home. One person who communicated through a special machine controlled through eye movement said they like eating out and in particular Italian Bistros. They went on to say that they also like some Italian celebrity chefs but they also like Jamie Oliver.

Other evidence

The photographs around the home show people enjoying themselves whilst undertaking a variety of activities and outings throughout the year.

The minutes for the service users meeting minutes displayed show that people are fully involved and have a say in how they are to be supported.

We looked at a sample of peoples records and they showed that peoples care needs are assessed and care plans put in place to make sure their care and support needs are met.

The records also show that peoples' healthcare needs are also assessed and they showed that people are supported by local General Practitioners, Speech Therapists, Physiotherapists, Dieticians, Specialist Social Workers and hospital based consultants. They also show that they receive regular visits from a Consultant Neurologist who has regular clinics in the home.

To make sure peoples care needs continue to be met peoples assessments and care plans are looked at regularly and changed if needed to reflect peoples changing care

and support needs.

To make them easier for staff to follow the Registered Manager said that they are in the process of updating and changing the format of peoples care plans making them easier to follow.

The daily records show that peoples' care and support needs are met and they also contain descriptive words to show and reflect peoples' daily choices and preferences.

Throughout the visit positive relationships were observed between those living in the home and those caring for them.

Our judgement

The provider was meeting the 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 told us they like living in the home and the people caring for them. One person we spoke to in the kitchen and they said they 'were checking to see that their omelette was cooked properly for their lunch'.

Other evidence

To protect people using the service from any kind of abuse there is a Safeguarding Policy and Procedure available for staff to follow. The Safeguarding Policy and Procedure is accessible for people working in and visitors to the home.

To further protect people from any kind of abuse records show that all staff has Safeguarding and Safeguarding update training. Discussion with staff confirmed this.

Discussion with the Registered Manager and support workers found they have a good understanding of what constitutes abuse and how to report any incidents to the local Authority Safeguarding Team.

To protect people from any kind of abuse the records show there are individual risk assessments and care plans for staff to follow when dealing with some of the particular needs and behaviours displayed by those using the service.

Our judgement

The provider was meeting the standard

Outcome 12: Requirements relating to workers

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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

One person told us they like the people caring for them but they also have their favourites

Other evidence

We looked at a sample of staff records and found that people living in the home are protected by the way staff are recruited and selected as they show references and appropriate checks including proof of identity and police checks are taken up before they are employed.

The sample of records seen show people complete application forms and there is a record of an interview and records also show that all staff has induction training before working with people using the service and any work is supervised until they are deemed competent.

The Registered Manager said that staff selection and recruitment is very important and in particular they need good communication and observational skills when working with people who have profound disabilities.

Our judgement

The provider was meeting the 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

A visiting Dietician writes in the compliments book, 'The staff are very helpful and friendly. Staff are caring and provide information needed for a dietetic assessment'. A visiting District Nurse writes, 'the home provides a lovely environment and really caring people, I love coming to the home'.

Other evidence

The Registered Manager said that they feel peoples care and support needs are being met by the numbers and skill mix of staff working in the home. The staff rota, the support workers confirmed this.

To make sure peoples' care and support needs are met we looked at a sample of staff records and they showed that they receive specialist training that includes, caring for people with Cerebral Palsy, those with Autism and also for people who have Epilepsy.

Other specialist training includes Intensive Communication and training in the use of communication aids.

To further protect peoples rights staff also have training on the Mental Capacity Act and Deprivation of Liberty training.

Records show people are protected by the way the medicines are administrated as staff have training in how to do this safely

Records also show other mandatory training is provided to make sure people remain safe. This training includes, Health and Safety, Fire Safety, Safeguarding, Moving and Handling, Food Hygiene, First Aid and Infection Control.

The senior support worker said that they have an allocated Infection Control worker and it was noted that following a recent visit from the Prevention and Control of Infection Team the home scored 99%. This good practice is to be commended.

Staff said they are happy with the training provided and feel confident and comfortable in their work.

To make sure the specialist needs of those using the service are met the Registered Manager said that staff training has a high profile within the home and within the organisation. It was noted that the record kept of staff training.

Our judgement

The provider was meeting the standard.

Outcome 14: Supporting workers

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 workers

Our findings

What people who use the service experienced and told us

One visiting relative writes in the comments book 'Its been good to see such a happy and well run home. Well done to everyone'. One visitor from Leeds City College writes its a 'Fantastic, inclusive and supportive environment. The manager is very motivational, inspiring and passionate. What a great place'.

Other evidence

We looked at a sample of staff records and they showed us that they have regular line management supervision. The staff told us that the work they do is supervised and they feel happy with the support they get from the Registered Manager and senior workers.

One Senior Support worker said that they like working in the home and they are more than happy with the support and guidance they get from the manager.

To make sure people using the service receive the care and support they need and require the Registered Manager said that regular line management supervision for staff is very important. They went on to say that they are very much 'hands on' and observational supervision is part of the assessment of staff.

A sample of staff records also show that all staff also have annual appraisals of their performance and competency.

Our judgement

The provider was meeting the 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

A visiting Dietician writes, 'Helpful and caring staff, they had all the information needed for review and assessments available, the staff are very well informed on the needs of their service users. Good documentation'.

Other evidence

To make sure peoples care and support needs are met a sample of peoples records show they are looked at regularly and updated to reflect an show peoples changing care and support needs.

The minutes of the residents meetings show people using the service are fully involved and have a say in how the home runs.

To make sure people are supported by staff that are trained there is a regular audit of staff training and update training.

To make sure peoples best interests are preserved and promoted records show there is a regular audit of their medicines and finances.

The satisfaction surveys show that the views of people using the service and those of their relatives are sought annually through quality assurance surveys.

Peoples views on the quality of the services provided are also sought by asking relatives and they are also encouraged and supported to take part in activities taking place in and outside the home.

To make sure people receive the care and support they need and require the work staff do is supervised.

The Quality Assurance visit reports show that the quality of the services provided are checked regularly and changes made to improve life for people living in the home.

Our judgement

The provider was meeting the 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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
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