

Review of compliance

Coverage Care Services Limited Chillcott Gardens	
Region:	West Midlands
Location address:	Chillcott Gardens Bridgenorth Road Madeley Shropshire TF7 4LU
Type of service:	Extra Care housing services
Date of Publication:	December 2011
Overview of the service:	Coverage Care Limited provide a personal care service to people who live in their own flats in Chillcott Gardens.

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

Our current overall judgement

Chillcott Gardens 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 to check whether Chillcott Gardens had made improvements 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, carried out a visit on 5 December 2011, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We carried out this review to check on the care and welfare of people who used this service.

People received a service that was tailored to their individual needs, was flexible and reliable. People spoke highly of the staff and management team and the help they received that allowed them to remain in their own homes and retain their independence.

People who used the service had designated key workers to ensure they received a consistent service. People told us the agency did the following well:

"I am happy with the service, staff respect me and I respect them. They are very good to me".

"I'm definitely happy with the service, the staff are very friendly and I get all the support I need to maintain my independence".

"My life has improved greatly, my well being has improved, and my life has completely changed".

What we found about the standards we reviewed and how well Chillcott Gardens was meeting them

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

People are supported to make choices about their health, care and support which reflects their views and wishes. They are treated with dignity and respect and their independence is promoted.

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

People who used the service told us that staff had a caring nature and they helped them whenever they called for assistance day or night. They told us that they were involved in a discussion about their care needs and decided how they liked their care to be provided and when. They said staff were very respectful and had a good understanding of their preferences.

People who used the service said they felt able to raise any problems they had with the manager or one of the staff. People told us that they felt safe. One person said "Staff treat you as a human being. I think they are professional but always ready to have a laugh and a joke".

Care records we reviewed showed that people had a good assessment before they received a service. People's preferences, wishes and differences were all taken into account in planning their care. They were aware of the information held about them because they had signed the record.

People who received care from the service told us that the staff gave the appropriate support in helping them with their prescribed medicines. The care plans that we viewed held written permission from individuals to say they wanted support with their medicines.

Other evidence

We spoke with the manager about the assessment process prior to the person moving

in. The service encouraged total involvement from the person and their representative where appropriate. Following this, a daily support programme was then drawn up on the day of admission.

We looked at the care assessment record of a person who had recently moved into a flat. This had been undertaken with the individual and with others close to them to ensure the service would be appropriate for them.

We looked at the care records of two people who received support from the staff. The information was recorded in detail of how that person wanted their needs to be addressed, taking into account personal preferences and wishes. Records detailed the interaction between the staff and the person who used the service. People's diversity was considered, for example, religious beliefs, sexuality, and disability. Detailed records were made of how the staff would meet these needs for each individual.

We spoke with staff who worked for the service and they told us that the manager always conducted an assessment of people's needs prior to admission. Staff said they were told of the needs prior to them delivering any support or care.

The service employed a 'wellbeing nurse' who was responsible for monitoring people's health care where people required or requested this. The wellbeing nurse then would make referrals to external health professionals where necessary.

Our judgement

People are supported to make choices about their health, care and support which reflects their views and wishes. They are treated with dignity and respect and their independence is promoted.

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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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