

Review of compliance

Compass Care Homes Limited Compass Care - South Park

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| Region: | Yorkshire & Humberside |
| Location address: | 10-11 Park Drive South Gledholt Huddersfield West Yorkshire HD1 4HT |
| Type of service: | Care home service without nursing |
| Date of Publication: | June 2012 |
| Overview of the service: | <p>South Park Care Home provides personal care and support for up to 10 adults with a learning disability.</p> <p>The home is located in a residential area, next to a park, and has easy access to the local town of Huddersfield.</p> |

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

Our current overall judgement

Compass Care - South Park 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, carried out a visit on 15 May 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 observed people being spoken to in a kind and friendly manner and care being delivered that respected their dignity by a staff group who understood their needs and preferences.

People told us they were happy living at the home and they were looked after by the staff.

People told us they always had things to do, for example; going for a walk, attending the exercise class, the social evening with the staff at the local pub, and they also said that they were looking forward to their holiday which was soon.

People told us they felt safe.

Feedback from the quality assurance surveys included;

"Staff are very welcoming, always keep people informed".

People said the home was clean and tidy, very welcoming and homely. Another person said, "All the staff do well for everyone at the home and are good to everyone". One person said that their relative was happy, always clean and nicely dressed and they had no outstanding concerns.

What we found about the standards we reviewed and how well Compass Care - South Park 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's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The provider is compliant with this outcome.

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

People experienced care, treatment and support that meet their needs and protected their rights.

The provider is compliant with this outcome.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider is compliant with this outcome.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

The provider is compliant with this outcome.

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

There were enough qualified, skilled and experienced staff to meet people's needs.

The provider is compliant with this regulation.

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

Staff receive appropriate professional development.

The provider is compliant with this regulation.

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 a system to regularly assess and monitor the quality of service that people receive.

The provider is compliant with this regulation.

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 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 people being spoken to in a kind and friendly manner and care being delivered that respected their dignity by a staff group who understood their needs and preferences.

Other evidence

The records seen on the day of our visit showed evidence that people and their family, wherever possible were involved in planning their care and supported to maintain their independence.

The records also showed evidence that people's preferences and wishes were taken into account in their day to day care and staff confirmed this.

There was information to suggest that people's diversity, values and human rights were respected, and during the visit we observed how staff treated people with respect, maintained their dignity and responded to their requests appropriately.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The provider is compliant with this outcome.

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 were happy living at the home and they were looked after by the staff.

People told us they always had things to do, for example; going for a walk, attending the exercise class, the social evening with the staff at the local pub, and they also said that they were looking forward to their holiday which was soon.

Other evidence

A sample of three care records were inspected and we found that the information included detailed guidance to show the level of support each person needed to meet their needs, and staff were seen to provide the support to people in the way they preferred and that was documented in these people's records.

Staff confirmed people had regular contact with health care professionals including, doctors, and community nurses when needed, and there was evidence of this in the records inspected.

We also saw evidence of mental capacity assessments and the outcome, and documentation to suggest that people make informed decisions about their care and maintain their independence.

Our judgement

People experienced care, treatment and support that meet their needs and protected

their rights.

The provider is compliant with this outcome.

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 safe, and the staff looked after them.

Other evidence

The manager told us that staff are trained in adult protection. The sample of training records looked at showed information to suggest staff have had the training and staff confirmed this. Staff were aware of the procedures to follow should they suspect an incident of abuse had occurred and were familiar with the whistle blowing procedure.

The manager said there had been nine safeguarding referrals in the last 12 months, appropriate action had been taken, and safeguarding decided not to take the referrals any further.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider is compliant with this outcome.

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

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

We spoke to people using the service but their feedback did not relate to this standard.

Other evidence

We inspected the medication administration records and audited the medication of three people who use the service to ensure the correct numbers were present. Records were up to date, and the number of medication present was correct.

There were records to show audit of the medication take place twice a day to ensure they are correct, and staff confirmed this.

Our judgement

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

The provider is compliant with this outcome.

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 told us that there were always staff to look after them.

Other evidence

We looked at the duty rota and discussed with the manager the staffing levels in relation to the number and needs of the people who receive a care service. The manager confirmed there were sufficient staff with the right skills and expertise to meet people's needs.

We also spoke to a number of staff who told us they felt there was enough staff to meet peoples' needs.

Our judgement

There were enough qualified, skilled and experienced staff to meet people's needs.

The provider is compliant with this regulation.

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 spoke to people using the service but their feedback did not relate to this standard.

Other evidence

The training records showed that staff receive a wide range of training, and the manager and staff confirmed that the training keeps them up to date with current practise and ensures they have the skills and knowledge to support the people in their care.

The training included mandatory training in various aspects of health and safety such as safeguarding of vulnerable adults, medication, food hygiene, equality and diversity, care of the dying, movement and handling. Other examples of training provided which is specific to the needs of people included, continence management, challenging behaviours, dementia awareness, Mental Capacity Act and DOLS (Deprivation of Liberty Safeguards); this gives staff an understand of what to do if people are being restricted in their choices and protects the person's human rights.

Records showed and staff confirmed that they had regular supervision, and this is to ensure the staff have the skill and competencies to meet people's needs.

Our judgement

Staff receive appropriate professional development.

The provider is compliant with this regulation.

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

Feedback from the quality assurance surveys included;

"Staff are very welcoming, always keep people informed". People said the home was clean and tidy, very welcoming and homely. Another person said, "All the staff do well for everyone at the home and are good to everyone". One person said that their relative was happy, always clean and nicely dressed and they had no outstanding concerns.

Other evidence

There was information to suggest that the service has a range of quality assurance systems in place to help determine the quality of service the home offers. Audit checks are also carried out on the environment and services provided, and this is to identify, monitor and manage risks to people who use, work in or visit the service. Examples of these include, medication, and care plan audits.

We were shown a sample of the most recent quality assurance surveys, and the manager confirmed that she would be sharing the outcome of the surveys with people and their relatives once they were all returned.

Our judgement

The provider had a system to regularly assess and monitor the quality of service that people receive.

The provider is compliant with this regulation.

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

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