

# Review of compliance

High Quality Lifestyles Limited  
55 Sandwich Road

<b>Region:</b>	South East
<b>Location address:</b>	55 Sandwich Road Whitfield Kent CT16 3LT
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	January 2012
<b>Overview of the service:</b>	<p>55, Sandwich Road s a home for people with learning and communication difficulties. The service is owned by High Quality Lifestyles.</p> <p>The home is a detached bungalow set in spacious grounds near Dover. The home provides transport to ensure people who use the service are able to access facilities and pursue a variety of activities.</p>

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

## Our current overall judgement

**55 Sandwich Road 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 2 December 2011.

### What people told us

People who use the service were unable to communicate and tell us what they thought of the quality of the care due to their communication difficulties. Through observation however during the site visit we were able to observe staff supporting people who use the service in a respectful way and that staff took time to explain where possible the options available and involved them in many activities.

### What we found about the standards we reviewed and how well 55 Sandwich Road 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 were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that 55, Sandwich Road was meeting this essential standard.

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

People who use the service experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

Overall, we found that 55, Sandwich Road was meeting this essential standard.

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

People's safety is supported by staff who have received training to meet their needs and know how to recognise abuse.

Overall, we found that 55, Sandwich Road was meeting this essential standard.

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

Staff were supported through supervision and given training and skills to carry out their role.

Overall, we found that 55, Sandwich Road was meeting this essential 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**

Overall the assessing and monitoring of the quality of care within the service informs the management of areas for improvement and development.

Overall, we found that 55, Sandwich Road was meeting this essential 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.

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 saw people making choices about what they wanted and contributed towards the running of the service. People had the opportunity to take part in all aspects of life as they wished or their capacity allowed.

##### Other evidence

We saw that people were treated with dignity and their privacy was respected. Staff were seen during the day offering people choices and being given time to make decisions. People who use services had the opportunity to take part in all aspects of life within the service as they wished or their capacity allowed.

Discussions with staff showed their commitment to making sure that people were always treated as individuals and were encouraged to express their views about their care. Staff demonstrated through conversation that the people who use the service were treated with respect and dignity.

##### Our judgement

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that 55, Sandwich Road was meeting this essential standard.

## 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

We joined people who live at the service at 2:00pm while they were watching TV, one of them later went out for a walk. We observed people expressing their opinions in a way staff understood despite their communication difficulties.

We were unable to directly talk to the people who use the service due to their communication difficulties but could observe that they were happy with the care and support being offered and that their independence was encouraged.

##### Other evidence

We reviewed and discussed with staff the care records of one of the residents at the home. These had sufficient detail and guidelines about the support needed to meet people's needs. They had an assessment of need, details on how to support the person or what assistance was to be provided. Detailed guidance for staff was available so that they supported people consistently with actions that achieve the desired goal. The care plans were regularly updated.

There was guidance to staff about how a person needs or wishes to be supported in things like personal hygiene and eating. Comments included what someone could and could not do for themselves. The care plans had some common themes for each person but also particular things about people, making them individual and person centred.

Each person who uses the service has what is known as a 'communication passport' a



document that supports staff and others with understanding the special way in which people who use the service communicate.

Risk assessments had been completed as part of the care plan and these were personalised for each individual. Where the risk assessments result in a restriction on an individual's freedom, for example, only going out with staff support, this has been kept under review.

Through direct observation, discussions with staff and records viewed we could see that the service actively encourages people to be members of the wider community. The service provided imaginative and varied opportunities for people to develop and maintain social, emotional, communication and independent living skills. The staff had a strong ethos and focused on involving people in all areas of their lives.

Some further work is being done to develop teaching plans to support people using the service to learn new skills. The manager was unable to demonstrate this at the time of the site visit but outlined what the plans were.

Care records and specific health care records seen showed that residents had access to a range of health care professionals including dentists and opticians when needed and they had regular health checks.

#### **Our judgement**

People who use the service experience effective, safe and appropriate care, treatment and support that meet their needs and protect their rights.

Overall, we found that 55, Sandwich Road was meeting this essential 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 did not comment on this outcome directly.

Observations during the visit showed there was a relaxed atmosphere in the home and people interacted openly with each other, the staff and management.

##### Other evidence

Staff spoken with showed knowledge of safeguarding people from abuse and how and where to report any suspicions or concerns. Evidence was seen at the time of the site visit that all staff had a Police check. The purpose of the check is to show that someone has not done anything in the past that might make them not suitable to work with vulnerable people.

Staff had received training on how to keep people safe. This gave them the knowledge and the skills to do their jobs well and protect people from abuse. Training has been delivered in relation to the Mental Capacity Act 2005 and Deprivation of Liberty Safeguarding (safeguards to protect loss of freedom and rights) and further training was planned.

The manager was unable to locate a copy of the local safeguarding protocols during the site visit (procedures to follow to protect vulnerable people from abuse) issued by Kent and Medway Councils available for staff. However the manager stated that she would ensure copies were available and that it would be highly visible within the service.

**Our judgement**

People's safety is supported by staff who have received training to meet their needs and know how to recognise abuse.

Overall, we found that 55, Sandwich Road was meeting this essential standard.

## 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 were unable to directly talk to the people who use the service due to their communication difficulties but could observe that they were happy with the care and support being offered and that sufficient trained staff to meet their needs were available.

##### Other evidence

Staff spoken with demonstrated through discussion skills to carry out their role. Records viewed showed that staff had received training in core courses namely, safeguarding adults, manual handling, First Aid and fire. Many of the staff had a NVQ (National Vocational Qualification) in care at various levels. Training updates had been carried out in line with current guidance as recommended by Skills for Care a government training agency. Staff said they felt supported by the training to carry out their role and received regular one to one supervision.

Members of staff had a full in house induction when they started working at the home. A foundation induction programme that follows the element of national guidance for care homes issued by Skills for Care (a national government training agency) was also in place.

##### Our judgement

Staff were supported through supervision and given training and skills to carry out their role.

Overall, we found that 55, Sandwich Road was meeting this essential 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

People did not comment on this outcome.

##### Other evidence

The manager is in day to day control of the home and works closely with staff to build a good team of staff to support people who use the service. Staff spoken with said they were supported to carry out their roles.

The manager stated that complaints / concerns were used to make changes to improve the quality of care. On evidence seen at the time of the site visit the service had other means of monitoring the quality of care by carrying out audits, health and safety, and fire risk assessments.

The service did not carry out surveys of relatives and other professionals involved in the care of people who use the service. The manager said however this was an area she intended to develop and that surveys were to be sent out.

As an ongoing process a senior manager carried out an audit of the service to measure compliance with the outcomes of the Care Quality Commissions Essential Standards of Quality and Safety.

##### Our judgement

Overall the assessing and monitoring of the quality of care within the service informs the management of areas for improvement and development.

Overall, we found that 55, Sandwich Road was meeting this essential 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.

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

<b>Document purpose</b>	Review of compliance report
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