

Review of compliance

Redbridge Community Housing Limited Green Lodge Respite Care Unit

Region:	London
Location address:	7 Madeira Grove Woodford Green Essex IG8 7QH
Type of service:	Care home service with nursing
Date of Publication:	March 2012
Overview of the service:	Green Lodge is a registered care service in Woodford Green. It provides respite care, including nursing care, for people with a learning disability. As well as providing residential respite care the service also provides day respite care to some people.

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

Our current overall judgement

Green Lodge Respite Care Unit 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, carried out a visit on 1 February 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

On the day of the visit we met eight people who use this service regularly. Due to the degree of their learning disability and communication problems most people were unable to give us direct feedback about Green Lodge. However two people told us that they liked being at Green Lodge. One person said, "I like coming here because it is fun. Everything is fine." Another said, "Green Lodge is the best." We saw that people seemed relaxed in the company of staff and that staff treated people with respect.

We spoke to the relatives of six people who use the service. They were all positive about the quality of care provided and felt that people were safe and happy when they went to Green Lodge.

Relatives said:

"Staff have worked really hard to keep the service going in the absence of the manager. People go out a lot and they do a lot for people. The building is much more homely than it used to be and my daughter likes it there."

"The staff are good. They look after my son well. They keep us informed of anything that happens. They take him out. It's great. The clients seem happy. The staff are good. We are happy for him to go there. He is safe there. When we go away we can relax. Wonderful."

"I feel that my daughter is safe at Green Lodge and there are no problems. They keep me informed and there is a communication book which they always fill in."

"The quality assurance committee keep an eye on things. RCHL, the provider, have made a lot of improvements. The activities are good and there is a minibus to take people out. There is good contact. Staff know what help the clients' need. They want to keep on improving and are keen listeners."

"The service has definitely improved since my son first went there. Its better decorated and more homely now. It's nice that there is a minibus and they get out. I find them easy to approach. They give me feedback about his visits. He is safe there and I am happy and satisfied."

"I am really pleased with the place and my son loves going there and likes the staff. Staff have always been good but it is getting better. You can rely on them. He could not say if he didn't like it but he would refuse to go if he did not. When we take him there after a little while settles and we know that he's okay."

What we found about the standards we reviewed and how well Green Lodge Respite Care Unit 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 who use this service are treated with respect. They are encouraged to take part in decisions about their care and support. They are asked how they would like the service to be run.

Overall Green Lodge 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 this service receive help and support that meets their individual needs. They are supported to be involved in decisions about what happens to them.

Overall Green Lodge was meeting this essential standard.

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

People who use this service are safeguarded from abuse by the working practices and support provided by the staff team and the provider.

Overall Green Lodge was meeting this essential standard.

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

People who use this service are safeguarded by the provider's recruitment practice.

Overall Green Lodge 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

People who use this service and their relatives are asked for their views, which are listened to and acted upon as far as possible. They benefit from a service that is closely monitored by the provider to ensure that it is safe and meets their individual needs.

Overall Green Lodge 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

People who use the service told us that they were happy when they visited Green Lodge. One person said, "I like coming here because it is fun and everything is fine." Another said, "Green Lodge is the best." People also told us about activities they did at Green Lodge. This included a trip to a Greek restaurant which they really enjoyed. Relatives said: "They take him out. It's great." "The activities are good and there is a minibus for people to go out on."

The service held regular relatives and carers' meetings and had a quality assurance committee. Previous feedback from the committee was that staff and senior managers from RCHL, the provider, attended the meetings and always responded to their questions in a timely fashion.

Other evidence

Each person had an individual support plan that contained information about them and support that they needed. Most people who use the service would not be able to sign their care plans. Those that we saw had been signed by relatives or their representatives to indicate their awareness of and agreement with the plan.

Staff were aware of people's cultural preferences and supported them to wear clothing from their own cultures when they wished to. They cooked lots of different cultural foods

including halal, kosher and vegan. The service celebrated a variety of different festivals and occasions. Festivals included Easter, Christmas and Diwali. We also saw photographs of celebrations for valentines day, bonfire night and halloween. Displayed on the wall in the lounge/diner were activity plans for each day. Activities included music, gardening, games, painting, shopping and going to church. People were encouraged and supported to take part in activities both within the service and in the community. Relatives confirmed that this was the case and also that activities had improved since RCHL had been responsible for the management of the service.

RCHL held service user participation meetings. At these, independent advocates helped people to say what they thought about the services provided and what they would like. This information was then used to help the provider plan for the future

During the course of the visit we saw that people were treated with respect. They seemed relaxed and comfortable with staff.

Our judgement

People who use this service are treated with respect. They are encouraged to take part in decisions about their care and support. They are asked how they would like the service to be run.

Overall Green Lodge 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

People who use the service and their relatives were satisfied with the quality of care and support that they received. One relative said, "Staff know what help the clients' need. Another said, "They look after him well and keep the family informed of anything that happens."

Other evidence

We looked at the files for three people who use the service. These contained needs assessments, risk assessments and care and support plans. Those seen were up to date and had been reviewed regularly. They set out each person's individual needs and how the person would like these to be met. Risk assessments were relevant to each person's differing needs and gave guidance on meeting these needs as safely as possible. Care plans and risk assessments also included guidance and information from other professionals that worked with the individual. For example, a physiotherapist or speech and language therapist. People only used this service for short breaks and the overall responsibility for their health care remained with their relatives. However, we saw that when needed, people were supported to attend medical and other health appointments. We also saw that information had been prepared for hospital staff if a person needed to be admitted to hospital.

A senior nurse told us that she was responsible for the initial assessments, initial care plans and risk assessments. She also told us that she visited people at home and checked what equipment was used there and how they were made comfortable. This was to make sure that the service had sufficient information to support people safely

and appropriately during the course of their initial visits.

During the visit we saw that people were treated with kindness and respect and staff were attentive to their needs.

Our judgement

People who use this service receive help and support that meets their individual needs. They are supported to be involved in decisions about what happens to them.

Overall Green Lodge 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 who use this service and their relatives were satisfied with the service provided. They did not have any concerns about people's safety. Relatives said: "Staff are good and look after my son well. I am happy for him to go there. He is okay and safe there." "My daughter is safe at Green Lodge and there are no problems." "I've got no negative feedback and my son seems settled. He is safe there and I am happy and satisfied."

Staff spoken to also said that they did not have any concerns about the way in which people were cared for. One member of staff said, "It is definitely a safe and good service."

Other evidence

The service had a safeguarding adults policy and procedure in place and staff had received safeguarding training. We spoke to staff on duty and they had an understanding of their responsibility to safeguard the people who use the service. We saw evidence that the service had raised safeguarding alerts with the local authority when they had concerns about the safety and welfare of people who use the service.

We saw risk assessments in individual files. These were up to date and relevant to each person and their needs. The risk assessments identified risks to people and ways in which these risks could be reduced to enable their needs to be met as safely as possible. From discussions with the staff on duty it was evident that they knew the people who use the service regularly very well and that they were aware of their needs and risks.

We looked at staff recruitment records, which showed that staff were properly recruited and checked to ensure that they were suitable to work with vulnerable people.

Our judgement

People who use this service are safeguarded from abuse by the working practices and support provided by the staff team and the provider.

Overall Green Lodge was meeting this essential 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

We did not discuss staff recruitment with people who use this service. However, members of the quality assurance committee told us that they were involved in staff interviews.

Other evidence

We looked at the recruitment records of two staff, one nurse and one support worker. The files contained application forms, interview questions and responses, references, proof of identification and details of CRB (Criminal Records Bureau) checks. There was confirmation that the nurse held a current nursing registration. When appropriate there was confirmation that people were legally entitled to work in the United Kingdom. Therefore the provider had carried out the necessary checks to ensure that staff were suitable to work with vulnerable people. Both files also had details of people's qualifications, training and experience and showed that this was appropriate for the service provided. The files confirmed that the recruitment process was robust.

Our judgement

People who use this service are safeguarded by the provider's recruitment practice.

Overall Green Lodge 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

We did not ask people who use the service about quality assurance and monitoring. However, a relative told us, "The quality assurance committee keep an eye on things. RCHL, the provider, have made a lot of improvements. There is good contact. They want to keep on improving and are keen listeners."

Other evidence

There is a quality assurance committee who meet regularly with management representatives of the service. The members of the committee are relatives of people who use or have used this service. The aim of this being that the committee monitors the service and offers support, guidance and advice to carers of people who use the service. Carers (relatives) meetings are held every two months. We saw minutes of these meetings and these showed that a range of issues were discussed and responded to. People had also been asked for any ideas to improve the service.

We saw records of monthly monitoring visits carried out by the provider. These reports listed any improvements or changes that were needed. To help ensure that the monitoring was robust and as objective as possible these visits were carried out by different senior officers in the organisation, including the chief executive. In addition the provider also carried out health and safety, financial and quality audits of the service. A person who uses one of the provider's services assisted with quality audits to give feedback from their perspective.

The provider has a care quality committee and people who use their services were part

of this. They held user participation meetings and workshops. Independent facilitators ran these to help support people to say what they liked or didn't like about services. The provider also carried out service user satisfaction surveys and different methods were used to support people with this.

Therefore there were a number of different ways in which the service was monitored and by which the provider obtained feedback.

Our judgement

People who use this service and their relatives are asked for their views, which are listened to and acted upon as far as possible. They benefit from a service that is closely monitored by the provider to ensure that it is safe and meets their individual needs.

Overall Green Lodge 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

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Author	Care Quality Commission
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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