

# Review of compliance

Kent County Council Meadowside	
<b>Region:</b>	South East
<b>Location address:</b>	Liverpool Road Walmer Deal Kent CT14 7NW
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	October 2012
<b>Overview of the service:</b>	Meadowside provides respite and transitional care and support to a maximum of 20 people who either have learning disabilities or physical disabilities. The home is set in a quiet location in Walmer within 10 minutes drive of Deal. There is a car available for staff to take residents out and about but no vehicles with wheelchair access are available. There are public transport

	<p>services in the area. The building is set in attractive gardens with an adjacent day service on the grounds.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Meadowside 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 5 September 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

Some of the people living in the home were unable to tell us about their experiences. We spent time with the people and observed interactions between the people and the staff.

Some people using the service expressed that they were happy. They were participating in activities which they were enjoying.

We saw that people were responsive in the company of staff. They were able to let staff know what they wanted and we saw staff responded in a caring and positive way.

People using the service told us that they enjoyed staying at the home. They said the staff were polite and respectful.

People said: "I can get up and go to bed when I like, I go out as much as possible, everything is 'A1' here". "The staff support me to do what I want". "I've got everything I need here I would recommend the service".

### What we found about the standards we reviewed and how well Meadowside 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 privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was provided and delivered in relation to

their support.

The provider was meeting this standard.

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

People experienced care and support that met their needs and protected their rights.

The provider was meeting this standard.

**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 was meeting this standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this 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 had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

The provider was meeting this 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 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

Some of the people living in the home were unable to tell us about their experiences. We spent time with the people and observed interactions between the people and the staff.

People who use the service said they were able to choose when to go to bed and get up. They told us how much they enjoyed going to the local shops and pubs.

People said: "The staff are always polite, they are kind and look after me well". "Staff are very discreet when they help me to shower".

People using the service told us that there was always staff around to help them and their privacy and dignity was respected.

#### Other evidence

People's privacy, dignity and independence were respected.

We saw that people using the service were treated with respect by the staff that supported them and that their privacy was maintained. We saw that staff listened to people and took their views seriously and always answered their questions in a way

that they could understand.

During our visit people were observed being spoken with in a calm respectful manner. Staff knelt down so they were at the same level as people sitting in chairs asking discreetly if they needed the bathroom. We saw staff communicate with people calmly using signs to help people understand.

We found that the atmosphere in the service was relaxed, staff were polite and people were given time to do things in their own way. Staff were seen supporting people to choose where they wanted to spend their time and what they would like to do. One person was listening to music, while others were playing pool or participating in electronic games.

Staff were seen supporting people and encouraged them to express their views and to make or participate in making decisions relating to their care.

Staff had received training on the Mental Capacity Act and there was evidence that procedures were in place for supporting people to make decisions. However the provider may find it useful to note that not all of the people had this information on file to make sure that complex decisions would be made in their best interests

### **Our judgement**

People's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was provided and delivered in relation to their support.

The provider was meeting this 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

Some of the people living in the home were unable to tell us about their experiences. We spent time with the people and observed interactions between the people and the staff.

Two people showed us their care plans and told us how they had been involved in their care. They were aware of their records and had signed to say they had agreed with their care.

People told us they were happy with the care and support being provided. They said there were supported with their health care needs and social activities.

##### Other evidence

Peoples' needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

Everyone who used the respite service received a detailed care needs assessment before they came to stay in the home. This meant that they could be confident their care needs would be met and they would know what to expect from the service.

People who used the service stayed in the home for an agreed number of days. After the initial care needs assessment people who returned to the service had their care needs reviewed and updated each time they visited the home. We saw records to confirm this.

Each person using the service had a support plan that was individual to them. The plans had symbols and pictures to help them clearly understand the contents of the plan.

Peoples' health and personal care needs, including their medication were recorded in their individual support plans. The plans had been reviewed and updated to identify people's changing care needs. Daily handovers meant that staff were also aware of any changes in peoples' care needs and staff confirmed that they were advised to read the updated documents.

Any potential risks were assessed and steps taken to reduce them so that people remained safe and well. For example there were detailed moving and handling risk assessments to make sure people were moved consistently and safely. We also saw information in the plans to show staff how to support people with problem behaviour. Should there be an incident relating to behaviour the plans were reviewed to make sure the risk was minimised and people were as safe as possible.

**Our judgement**

People experienced care and support that met their needs and protected their rights.

The provider was meeting this 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

Some of the people living in the home were unable to tell us about their experiences. We spent time with the people and observed interactions between the people and the staff.

People told us that they felt safe at the home. People we spoke to said they would speak to a member of staff if they had any concerns.

One person told us how they were supported by the office to access their money to go out while another person explained they had a lockable cabinet in their bedroom to keep their money safe.

There was a calm atmosphere and people were relaxed and comfortable, chatting with each other and with the staff.

##### Other evidence

People who used 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.

There was a policy and procedure in place that described the action that staff should take in order to keep people safe from abuse. Staff had received training and were aware of how and what to do to keep people safe. They knew who to report to both inside and outside of the organisation so that appropriate action would be taken.

As a result of working with the local safeguarding team a new system of reporting had been implemented. This meant that any issue of concern was reported promptly to make sure that all professionals were aware of potential abuse.

There was a list of each person's valuables and belongings so that items could remain with the right person. There were financial systems in place to make sure people could be confident they would be supported to manage their money effectively and safely.

**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 was meeting this 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

Some of the people living in the home were unable to tell us about their experiences. We spent time with the people and observed interactions between the people and the staff.

One person said: "The staff know what they are doing". "I think they have lots of training but I haven't really asked them about it".

##### Other evidence

Staff received appropriate professional development.

When staff started working in the home they received induction training, which gave them the essential knowledge of the role and training around health and safety issues.

The training matrix showed there was an ongoing training programme in place. The majority of the staff had received most of the mandatory training for example, moving and handling, infection control and health and safety. However the provider may wish to note that only half the staff had received fire training.

To make sure that staff were able to meet people's individual need specialist training had also been provided, for example, training in dementia, autism, multiple sclerosis and epilepsy.

Staff told us that they felt supported by the Registered Manager and Team Leaders and they said that the staff team worked well together.

Staff were receiving guidance from the management team and their work was monitored to make sure that they continued to meet people's needs in a reliable way. This was being done through individual meetings with their line manager, staff meetings and handovers.

We saw evidence that training needs were discussed at staffs' individual meetings with their line manager. Any shortfalls or updates in their training had been highlighted and further courses were being sourced to address these issues.

**Our judgement**

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this 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

Some of the people living in the home were unable to tell us about their experiences. We spent time with the people and observed interactions between the people and the staff.

We observed staff positively supporting some people using signs and gestures. The people indicated that they were happy with the staff and that they got on well with them.

Other people told us they were happy with the service. They told us that each time they stayed in the home they were asked about their opinion about the service before they left.

##### Other evidence

People who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

There was a record of identified risks and issues with action plans in place where needed. There were audits carried out on a weekly and monthly basis to check that the service was safe.

There were fire safety systems in place that were checked and maintained regularly.

The Registered Manager was auditing records on a weekly basis to make sure they

were accurate and consistent. This also included the analysis of accidents/incidents to identify any patterns or trends.

All of the people using the service were requested to complete a quality survey at the each time they stayed in the home to make sure they were satisfied with the service provided.

Regular meetings were held with staff to discuss the general running of the home and how to make improvements. Staff told us they were supported by the management and worked well as a team.

**Our judgement**

The provider had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people using the service and others.

The provider was meeting this 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

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