

# Review of compliance

Liberty House Care Home Limited Liberty House Care Homes Limited	
<b>Region:</b>	West Midlands
<b>Location address:</b>	55 Copeley Hill Erdington Birmingham West Midlands B23 7PH
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	June 2012
<b>Overview of the service:</b>	Liberty House is registered to provide accommodation and care to six people who have a learning disability.

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

## Our current overall judgement

**Liberty House Care Homes Limited 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 9 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

The people living there have a learning disability and not everyone was able to tell us about their experiences. Therefore, we spent time observing what was going on and how staff interacted with people. Some people were able to tell us about their experiences and we spoke with three people and three members of staff. We looked at the records of two of the people living there. All this helped us to understand what it was like to live there.

We saw staff spending time with people and supporting them in the way they wanted to be supported. There was a good, happy atmosphere in the home. People told us and we saw that they were able to do the things they wanted to. One person told us, "I enjoy living here, it's just so great, we do great activities. It's been a fantastic thing for me to come here and staff have done great things for me, they have supported me all the way. I love staff to bits." We saw that staff helped people to be as independent as possible, so increasing their skills and promoting their self esteem.

We saw that staff supported people to have regular health checks. Staff noticed when people were unwell and needed support from health professionals.

People told us that they felt safe living there. We saw that staff had training in how to safeguard people from harm.

Staff said they were well supported in their role. We saw that they had the training they needed so they knew how to support the people living there.

People told us that they knew how to complain if they were unhappy but they said they had not needed to do this.

We saw that the house was well maintained and clean. The manager planned to ensure that redecoration was done regularly to make sure the home was comfortable and safe for people to live in.

## **What we found about the standards we reviewed and how well Liberty House Care Homes Limited 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**

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

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

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard. People living at the home 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.

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

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 was meeting this standard. The provider had an effective system in place to identify, assess and manage risks to the health, safety and welfare of the people living there and others.

## **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

People expressed their views and were involved in making decisions about their care and treatment. People told us they could make choices about what they did and what they ate and drank. We saw the menu board that had many pictures and photos of different types of food. One person told us that this helped them to choose what was on the menu. The menu board reflected what people ate that day. Some people were unable to tell us what their choices and wishes were, due to their learning disability. Their records showed and we observed that staff used pictures and objects to help the person communicate what they wanted.

Records sampled showed that people had a choice of what activities they did and how they spent their time. People told us that they could choose what they did. We looked at minutes of meetings held regularly with the people living there. People chose whether or not they attended these meetings. The minutes showed that people were asked about what activities they wanted to do and how they wanted to celebrate special events such as Christmas and Easter.

People told us and records showed that they were involved in deciding how their bedroom was decorated. They were also asked for their views on decorating the communal areas of the home. One person told us and we saw that the lounge had

recently been redecorated and new flooring had been laid. They said, "The carpets have gone and we have new flooring. I like the new rug. The colours are lovely and bright, beautiful."

**Other evidence**

We have no other evidence.

**Our judgement**

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

## 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's care and support was delivered in line with their individual care plan. A care plan tells staff how to support the person to meet their needs. Records sampled included an individual care plan that detailed how staff were to support the person to meet their needs and achieve their goals. One person's care plan detailed how their emotional needs were to be met. We looked at their bedroom, sampled their daily records that were written by staff and observed how staff interacted with them. We found that the person's care plan had been followed.

Records sampled showed that when needed, referrals had been made to appropriate health professionals. We saw that staff had followed their advice to ensure the person's health and well being. Records showed that staff supported people to attend health appointments where needed. Staff recorded in detail what advice the health professional had given and follow up appointments had been attended.

People's care and support was planned and delivered in a way that ensured their safety and welfare. In the records we looked at we saw that staff had identified and assessed the risks to people's safety and what should be done to reduce these. These included risks relating to falling over, going out in the community, using transport and responding to the fire alarm. The assessments included detailed information about what staff should do to prevent injury to the person.

People were supported in promoting their independence and community involvement. Some people attended day centres. Others attended work placements or local adult

education classes and groups. People were encouraged to take part in a variety of hobbies and interests that developed their skills and enabled them to experience new things. Around the home there were many examples displayed of art work that people had created, including cross stitch, painting and photos. There were several photos taken of jigsaw puzzles that people had completed. Two people were working together on a 1000 piece jigsaw in the afternoon and said they enjoyed this.

A gardening project had been set up at the home. Some people living in the home and some people from the community attended the project. People were involved in growing their own fruit and vegetables. These were used to make jam or in the cooking of meals. People had also planted house plants. These were on the window sill of the conservatory, together with many photos of flowers that people had mounted on card, that were displayed on the walls. This made it a very pleasant and colourful environment for people to live in.

People's diversity, values and human rights were respected. Care records included information about their religion and some of the traditional cultural festivals that they celebrated. People were dressed in individual styles that reflected their age, gender and cultural background. People were supported to maintain relationships with their family where this was appropriate. One person's records showed that they visited their family often and stayed with them. One person had celebrated their birthday with their family earlier that week and was celebrating with the other people living there when we visited. Cards had been written for the person and the home decorated with balloons and banners. People told us that their birthdays were always made special by the staff and they would be having a party later that evening. One person told us they would be dancing at the party and they enjoyed this.

**Other evidence**

We have no other evidence.

**Our judgement**

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

## 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 living in the home were protected from the risk of abuse, because the provider had taken steps to identify the possibility of abuse and prevent abuse from happening. We saw there was information displayed in the hall and office about protecting vulnerable adults from abuse. This reminded staff and other visitors of this important issue. Information was provided for the people living there about who they should contact if they felt unsafe. This included pictures, so it was easier to understand.

We looked at the training records for three members of staff. These showed that they had received training in how to safeguard vulnerable adults from abuse. Staff meeting minutes showed that two staff had attended a course on safeguarding provided by the local authority. They had discussed what they had learnt with other staff at their meeting to provide them with more knowledge and understanding of this. Staff spoken with demonstrated that they knew how to safeguard the people living there if they witnessed abuse or an allegation of abuse was made.

The provider responded appropriately to any possible abuse. There had been incidents where people living there might have been harmed. Staff had reported these to the relevant local authority and to us, as they were required to do. Action was taken to safeguard people from harm and staff spoken with knew what this was and what they needed to do to ensure people's safety and well being.

##### Other evidence

We have no other evidence.

**Our judgement**

The provider was meeting this standard. People living at the home 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.

## 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

Staff received appropriate professional development. Training records showed and staff said that they had received the training they needed to ensure their health and safety and that of people living there. They also had training in how to meet individual's specific needs. This included training in the use of sign language to communicate with people and training in caring for people with epilepsy. Staff told us they had the training they needed to know how to support the people living there. Some training was provided on the computer. However, the manager had identified that this would not suit all staff, depending on how they learnt as an individual. They ensured that where needed, additional training was provided, so that all staff had the necessary knowledge and skills.

We saw minutes of staff meetings. Meetings were held regularly and all staff attended them. A meeting was held on the day of our visit. We saw that staff who were not on duty attended this. Minutes showed that staff discussed their training needs, how they were supporting the people living there and what they needed to do to improve the service they provided.

Records showed that staff received regular supervision, where they discussed their job role and any training needs they had. Staff spoken with said they were well supported in their role and enjoyed working at the home.

##### Other evidence

We have no other evidence.

**Our judgement**

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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

The people living there, their representatives and staff were asked for their views about the care and they were acted on. We saw that relatives and other professionals had been asked for their views in surveys. The responses to these were positive however, these had not been completed recently. The provider may find it useful to note that relatives had not completed surveys since 2009. This meant that relatives did not routinely have their views taken into account in the way the service was provided and delivered.

We saw that three people had completed 'My activity feedback sheets' after activities they had done. Their feedback was positive and the format of these included pictures, which helped to enable the person to be involved. The provider may find it useful to note that only three of these had been completed. This meant that people were not routinely asked for their views on activities and whether they were doing what they wanted to do.

We saw the policy on how to make a complaint and records sampled showed that this had been explained to the people living there or their relative. This included pictures so helping people to understand it. People told us they knew how to complain if they were not happy. No complaints had been received. Several compliments had been received and these had been recorded.

Records showed that the manager completed regular audits to ensure that people were being supported appropriately. Systems were in place to ensure that people's health

and safety was promoted and protected. Risk assessments were in place that detailed how people were to be supported to take risks in their day to day lives whilst ensuring their safety and well being.

We saw that the environment was well maintained and clean. Records showed that equipment was regularly serviced to ensure that it was safe to use. People told us that the lounge had recently been redecorated. The manager told us that they plan to replace the flooring in the kitchen and dining room to make it more comfortable for people to live in.

**Other evidence**

We have no other evidence.

**Our judgement**

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

# 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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## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA