

# Review of compliance

## Community Therapeutic Services Limited Longton Court

<b>Region:</b>	South West
<b>Location address:</b>	8 Longton Grove Road Weston-super-Mare Somerset BS23 1LT
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	July 2011
<b>Overview of the service:</b>	Longton Court cares for adults with learning disabilities, autism spectrum disorder, or other mental health problems. The service is registered to accommodate up to four people and to provide accommodation for persons who require nursing or personal care.

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

## Our current overall judgement

**Longton Court was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.**

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 27 June 2011, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

We visited Longton Court on Monday 27 June 2011. We met the four people living at the house on the day of our visit and talked with three of them. One person was able to communicate well with us and told us about living at Longton Court.

We were told that people who live at the home like being in the area and enjoy lots of activities, some of which are associated with being in a tourist town. People are able to go on day trips to places such as London, visit their families and friends, go shopping, visit the cinema, and go to the local cafés and other local attractions. The town centre is a few minutes walk from the house and there are local shops nearby.

We heard that the house is very busy on weekends and that there are often more members of staff working on those days. This is particularly in the summer months, to enable people to go into Weston-super-Mare and take part in and enjoy some of the events and activities organised locally.

We saw that people were able to decorate their own rooms to their liking and to have things with them that they valued. They were also able to take part in decorating the communal areas and choosing fixtures and fittings.

One person told us that he "likes living here" and likes going out to eat and playing basketball with members of staff. He told us that he feels safe and that he is well looked after. He said that he gets people coming to visit him too, including his family, which he enjoys.

## **What we found about the standards we reviewed and how well Longton Court 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**

We found that Longton Court was meeting this essential standard.

We found that people who come to live at Longton Court are given information to help them to choose what care is provided. We found that dignity and privacy is maintained and people are enabled to be as independent as possible. We found that people were put at the centre of their care, and their views taken into account and used to decide how the service is delivered.

### **Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it**

Overall, we found that Longton Court is meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

We found that Longton Court is gaining appropriate consent from people who live at the service, or from those people who are appointed to take decisions for people when appropriate to do so, in most circumstances. Longton Court did not, however, have any written evidence that the delivery of care and support had been discussed with people and that they had been given the opportunity to give their consent.

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

Overall, we found that Longton Court is meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

We found that people are being given safe, appropriate and effective care and support. We saw that people's needs are assessed and planning and delivery of care meets these needs and ensures that people's rights are protected. We did find that parts of people's records are not fully completed or updated when circumstances change.

### **Outcome 05: Food and drink should meet people's individual dietary needs**

We found that Longton Court was meeting this essential standard.

We found that people living at Longton Court had their nutritional needs met. We found evidence that when a person's weight fluctuated, that the service knew how to address this and to adapt care and support where possible to help the person regain a healthy routine of eating and drinking.

### **Outcome 06: People should get safe and coordinated care when they move between different services**

We found that Longton Court was meeting this essential standard.

We found that people who come to live at Longton Court for care and support will receive coordinated care if their care is transferred to another provider. Information held about people staying at Longton Court is transferred, responsibly, ensuring that only essential information is provided to others.

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

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are protected from abuse. The service has policies and procedures in place for responding to suspected abuse. Members of staff are aware of the safeguarding policy and whistle-blowing policy and understand who to contact if abuse was suspected or carried out.

**Outcome 08: People should be cared for in a clean environment and protected from the risk of infection**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court, members of staff, and visitors, are protected from infection by measures that are appropriate and proportionate for the service.

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

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are helped to receive their medication safely and when it is needed. Medicines are stored safely and administration recorded correctly.

**Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare**

We found that Longton Court was meeting this essential standard.

We found that people at Longton Court live in premises that are safe, suitable for their needs and maintained to a high standard. The premises are secure, the grounds are maintained, and equipment and services required for the running of the premises is safe and maintained.

**Outcome 11: People should be safe from harm from unsafe or unsuitable equipment**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are not at risk of harm from any unsafe equipment. Arrangements are made to ensure that equipment, fixtures, and fittings are

maintained, repaired, and serviced as is appropriate.

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

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are cared for by members of staff who are recruited following relevant appropriate checks. We found that staff are assessed to be mentally and physically fit, skilled and experienced to carry out their role.

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

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are being looked after by sufficient staff with the right mix of qualifications, skill and experience. We found that the service has systems in place to adapt to the changing needs of people who come to live there, and expected and also unexpected changing circumstances in the service.

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

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are looked after by competent members of staff who are properly supported, trained, and receive regular supervision. We found that staff are supported to develop their skills and experience and to gain further qualifications relevant to their role.

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court do so in a service that makes effective decisions about the care and support it delivers. This is done by regularly monitoring the service and taking action from learning about adverse events, comments from people, members of staff, and provider supervisory visits.

**Outcome 17: People should have their complaints listened to and acted on properly**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court or people who act or speak on their behalf will have their comments and complaints listened to and acted upon. We found that people are supported by a system that is in place to deal with complaints in a timely and responsive manner.

## **Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court have records that are accurate and fit for their intended purpose. Records were stored in such a way that allowed them to be accessed quickly. Records were kept safe and confidential and only people who had the right to see the information were allowed to do so.

### **Actions we have asked the service to take**

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. Any regulatory decision that CQC takes is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

### **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

Longton Court is part of Community Therapeutic Services Limited, a provider that has three residential homes in Weston-super-Mare, and a domiciliary care service. Longton Court is the latest of the three residential homes to open in the area.

We visited Longton Court on 27 June 2011. The service has been operating for just over a year. People who come to live at the service are doing so with the expectation that this will be their home for as long as it remains appropriate for them to live there.

We met and talked with the four people who were living at the service. The people we met had varying degrees of cognitive impairment and communication abilities. We were able to talk with and get good information from one person, and to a lesser degree with two of the other people. We were not able to communicate effectively with the fourth person, but we were able to observe care and support delivered.

We saw evidence from the provider that people who live at Longton Court are able to be involved and influence how their care is delivered. Examples of this included being able to choose how their bedrooms are decorated and what furniture they have. We met and talked with one person who had been able to help with the recent decoration of the communal lounge and chose some of the colours used, the cushions, and

specifically the new rug.

People are encouraged to do things for themselves. Examples of this included shopping for new clothes and food, deciding on the things they wanted to do each week, and cooking, making drinks, and cleaning their rooms. One person who lives at Longton Court has a semi-independent flat in the basement of the building. This person is able and encouraged to make some meals, and hot and cold drinks. The flat has a fitted kitchen with cooking equipment, and fridge and freezer to store food and drinks.

Each person is able to choose what they wear and how and when they get dressed. They also choose when they want to get up and where they will eat their meals, and how they will spend their day. On the day of our visit, one person was looking forward to going out to a local young-people's café for supper. This café has been set up by the local authority and is an alcohol-free environment and hosts karaoke and discos in safe surroundings.

We were told by members of staff that one of the people living at Longton Court is usually proactive in selecting the menus for the week. This person has got to know the other three people well, and is able to ensure that the food that they all enjoy is included. This person also has enjoyed a number of trips around the country, including visiting family and a trip to London. We saw photo albums and carefully-made scrapbooks with photographs of these trips and other important people in that person's life.

Not all of the people living at Longton Court are able to clearly express their views or show that they understand the choices available to them. We found that members of staff did, however, show that they had spent time with the people who lived there to get to know them well and be able to understand them. It was clearly demonstrated that members of staff were able to understand people whose speech was not clear, and were patient when doing so.

We saw that members of staff treated the person living in the flat with respect by agreeing to a protocol that required them to knock and wait to be invited in when they visited the flat. The person also understood that this protocol worked both ways, and the person therefore knocked and asked to be invited into the main part of the building each time they visited.

### **Other evidence**

We looked at the records held on the four people who lived at Longton Court and saw that the plans and assessments put the person at the centre of their care. We also saw evidence in the records and heard from staff members that the provider made efforts to ensure that the people were part of their community. People often went into the town centre and visited the local attractions and were supported to do so.

### **Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who come to live at Longton Court are given information to help them to choose what care is provided. We found that dignity and privacy is maintained and people are enabled to be as independent as possible. We found that people were

put at the centre of their care, and their views taken into account and used to decide how the service is delivered.

## Outcome 02: Consent to care and treatment

### What the outcome says

This is what people who use services should expect.

People who use services:

- \* Where they are able, give valid consent to the examination, care, treatment and support they receive.
- \* Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- \* Can be confident that their human rights are respected and taken into account.

### What we found

#### Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

#### Our findings

##### What people who use the service experienced and told us

The people who live at Longton Court have different abilities when it comes to giving consent for their care. Some of the people who live at Longton Court are able to give full consent to their care and support, whereas others originally came on orders under the Mental Health Act, or those of a Court.

The members of staff we talked with and observed delivering care were asking people to consent verbally to appropriate everyday tasks and activities. This included coming into the dining room for a meal, getting dressed, and going out for visits and activities in the community.

We asked one person living at the service if, when they came to live at the service, they had been asked if they were happy to stay there. This person told us that they were asked and that they were happy to be there. The person also told us that when someone wanted them to do something, that they were always asked. Members of staff were also seen treating this person with respect by asking to come in when they visited the person in their flat.

##### Other evidence

We saw care plans and support plans in the records held for each person. The care plans are the records of proposed care that the person who lives at the service should

have discussed with them in detail, and to which they consent. There was a place in each of the individual sections of the care plan for the person to sign. This is designed to go some way towards showing that the plan had been discussed with that person and that they had agreed to it. We looked at all the care plans and none of them had any evidence of the plans being discussed with the person, or that the person had agreed to the delivery of care.

People who come to live at Longton Court are placed at the service by other social care and/or healthcare professionals. We were able to see documentation that supported the decisions taken in the best interests of those people who lacked the capacity or legal ability to consent to care and support.

### **Our judgement**

Overall, we found that Longton Court is meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

We found that Longton Court is gaining appropriate consent from people who live at the service, or from those people who are appointed to take decisions for people when appropriate to do so, in most circumstances. Longton Court did not, however, have any written evidence that the delivery of care and support had been discussed with people and that they had been given the opportunity to give their consent.

## 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 talked with people who use the service, members of staff, and looked at care plans to find out how the provider assessed the needs of people and delivered safe and effective care.

One person we talked with told us about how the care he was given focussed on him and his needs. We looked at his care plan and were able to see how the care and support he had received since coming to live at the service had taken account of his needs. The care plan had also carefully assessed the risks of certain aspects of the support delivered. It ensured that arrangements made took into account his safety and welfare, but also that of other people living and working at the service, and the general public.

We observed care being delivered with affection, patience, thoughtfulness, and an in-depth knowledge of the person and their needs.

Care plans that we read were centred on the person and some, but not all, were written in the first person.

We talked with members of staff about how they delivered care. We asked them how they knew that the care was effective, or how they responded to changes in the person's health status. We were told that the service implemented a key-worker programme for each person living at the home. The key-worker arrangements initially were put in place for a year so that the new staff team could get to know both the

people living there and also build the routines and protocols for everyday life at the service. The key worker arrangements are now being changed, and it is anticipated that they will now last for six months duration before a new key-worker is appointed to a person.

We asked staff members how they were able to know that there was a change in someone's physical or mental health, particularly where their communication was limited. We were told that the low turnover of staff meant that people who worked at the service got to know the service users "very well". We were told that there were a lot of messages in a person's body language, and when their routines began to change. The service has a fairly consistent routine in things that generally take place each week. This helps staff members to determine when someone may be unwell, as they don't get up or get ready to take part in something they otherwise enjoy. Changing or poor eating and drinking habits can also trigger concerns about someone's health status.

Longton Court has at least one member of staff on duty for each person living at the home in the morning, afternoon and evening. There are two members of staff on duty each evening and a number of other staff on call. Each person therefore has a member of staff assigned to their care at all times of the day and has close support and supervision. There are often more members of staff working at weekends than in the week to enable people living at the service to enjoy the increase in activities taking place in the local area, particularly in the summer tourist season. The extra staff on duty will ensure that people who do not want to go out are able to stay at the home fully supported, and other practical tasks such as cleaning and laundry can also be carried out when they should be.

We observed a staff member handover session after lunch and listened as the shift leader of the morning staff team recounted to the new shift leader how the people living at Longton Court were, what they had done that day and also over the prior weekend. People's mood state was discussed and also the atmosphere in the home that day. Risk assessments were discussed and staff members were reminded of certain risks to be particularly aware of.

Staff members were able to exchange ideas with one another about looking after people, and suggestions that might improve practice. This was well received. The session seemed the right length of time and not too long, although extra time had been factored in to the rota if more time was needed.

### **Other evidence**

Each person living at the home has a health action plan, a care plan, risk assessments, personal emergency evacuation plan, and information to be given to another provider if care is transferred. We saw that some of this information was completed to a good standard, some was written in the first person and most risk assessments were recently updated.

We did note however that some of the information contained in the care records, particularly the 'summary and emergency plans' were not completed and information was missing. This information was documented well elsewhere in the records, but the files had not been audited to make sure that all information was recorded where it needed to be.

**Our judgement**

Overall, we found that Longton Court is meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

We found that people are being given safe, appropriate and effective care and support. We saw that people's needs are assessed and planning and delivery of care meets these needs and ensures that people's rights are protected. We did find that parts of people's records are not fully completed or updated when circumstances change.

## Outcome 05: Meeting nutritional needs

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are supported to have adequate nutrition and hydration.

### What we found

#### Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

#### Our findings

##### What people who use the service experienced and told us

We talked with people who lived at Longton Court and with members of staff about how people are supported to eat and drink enough. One person told us that they ate well and liked the food they were given. They were also able to get food and drinks for themselves and supported as much as possible to be independent.

People who live at Longton Court are able to help devise the menu plans and members of staff ensure that a balanced diet is provided.

People who live at the service are regularly weighed and if there are concerns over weight-gain or weight-loss, the service will take professional advice, in the first instance from the person's GP.

##### Other evidence

We looked at a sample of the daily notes taken about each person living at the service. We saw that members of staff recorded what people had eaten/drunk and if they had eaten/drunk well or poorly. Staff members told us that they would raise concerns with the person's key-worker or with healthcare professionals if a person was not eating or drinking.

We saw evidence in a care plan of the risks of someone living at the service going through a certain psychotic phase when they would refuse food. We saw that staff knew how to act in this situation and evidence of ways in which that person would be encouraged to eat and drink.

**Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people living at Longton Court had their nutritional needs met. We found evidence that when a person's weight fluctuated, that the service knew how to address this and to adapt care and support where possible to help the person regain a healthy routine of eating and drinking.

## Outcome 06: Cooperating with other providers

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

### What we found

#### Our judgement

The provider is compliant with Outcome 06: Cooperating with other providers

#### Our findings

##### What people who use the service experienced and told us

People who come to live at Longton Court are supported before they arrive and when they live there by various professionals. Each person has an appointed social worker and, if required, a visiting psychiatrist.

The service attends best interest meetings held for anyone who may come to live at the service, and for those people living there now.

If a person living at the home has to be transferred to the care of another provider, a member of staff will accompany them where possible. If a person has to visit the dentist, optician, GP or hospital in an elective or emergency case, the key-worker or an appropriate support worker will go with them and stay with them at all times if possible. The member of staff will ensure that the key information held about the person is taken with them.

##### Other evidence

We looked at information that would be given to another provider in an emergency and saw that most of the evidence was available to accompany the person at short notice. We saw that some of the information needed to be updated and information around medications taken was not as clear as it should have been to ensure consistency. We saw that the information that would be provided for emergency situations would be appropriate and that the person's confidentiality would be protected.

#### Our judgement

We found that Longton Court was meeting this essential standard.

We found that people who come to live at Longton Court for care and support will receive coordinated care if their care is transferred to another provider. Information held about people staying at Longton Court is transferred, responsibly, ensuring that only essential information is provided to others.

## 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

We talked with staff members about what they understood of safeguarding and how they would respond if they suspected someone was being abused.

Members of Staff told us how they would escalate concerns and how ultimately, they would contact the local authority, the police, or CQC if they were anxious that their concerns were not being addressed internally. Staff members told us that they did not have any anxieties that there would be any retribution from the service if they raised their concerns externally.

The provider told us that the service took advantage of the training provided by the local authority and that 30 members of staff had been booked to attend the safeguarding adults training with North Somerset Council which was to be delivered soon.

We talked with staff members about the use of restraint. All staff members at Longton Court had undertaken 'positive response training' which included a session on restraint. Members of staff said that they were trained to understand that restraint was rarely physical, and included de-escalation techniques, diffusion of the situation and physical restraint as a last resort. Staff said that they had been required to perform some form of restraint and that this was always documented. The incidence of physical restraint was rare and only when there was no other option, or other people, including members of the public were at risk.

We talked to three of the people who use the service and asked them if anyone had

ever shouted at them, or treated them in a way that frightened them or hurt them. We were told that no one had been shouted at and that everyone living at the service felt safe and had never been hurt or scared.

The home took steps to ensure that people who use the service were protected from the negative effects of the behaviour of other people who lived there. This mostly involved removing people living at the home from harm if there was a risk to their safety from another person, or ensuring that they were protected at the time.

#### **Other evidence**

Longton Court has a safeguarding policy and whistle-blowing policy, both of which are held in the staff file and available to all staff.

We looked at the forms that the service completes when a restraint has taken place. The majority that we looked at were not physical restraint and some involved diffusing a situation and removing the person from the area. Others involved de-escalation. On the rare occasion where physical restraint had been used, the forms indicated that this had been successful, continued for the most limited amount of time, and after everything else had failed to work.

#### **Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are protected from abuse. The service has policies and procedures in place for responding to suspected abuse. Members of staff are aware of the safeguarding policy and whistle-blowing policy and understand who to contact if abuse was suspected or carried out.

## Outcome 08: Cleanliness and infection control

### What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

### What we found

#### Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

#### Our findings

##### What people who use the service experienced and told us

We inspected all the bedrooms, bathrooms, kitchens and communal areas of the home and found them all to be clean, tidy and well equipped. We saw the cleaning products, which were stored appropriately in a locked cupboard away from people who live at the home. The floor mops were all clean and being dried in the fresh air. Mops and buckets were colour-coded. All members of staff take part in cleaning and laundry and were aware of the colour-coded floor-washing system.

The manager of the service is the lead on infection, prevention and control. The service did not have a copy of the Code of Practice for infection, prevention and control for adult social care services.

The home had a supply of alcohol hand gel, but staff members were not aware that this was only to be used when there was otherwise no access to hand-wash basins. Staff members told us that they took care to wash their hands when they arrived at the service, when they were preparing food, after using the toilet, before and after giving personal care, and before dispensing medication to people.

##### Other evidence

We did not use any other evidence to inform this outcome.

##### Our judgement

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court, members of staff, and visitors, are protected from infection by measures that are appropriate and proportionate for the

service.

## 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

People who live at Longton Court have varying levels of prescribed and un-prescribed medication. At the time of our visit, none of the people living there were taking controlled drugs.

Some people took a variety of prescribed medication while others took no medication with the exception of homely medication or that which was given to the person by their GP or hospital doctor to take occasionally (PRN medication). The service takes responsibility for giving all medication to people and no one living at Longton Court at the time was self-administering.

Medicines were kept in a locked cupboard within a locked room. MAR charts were also kept with the medication.

##### Other evidence

We looked at the medication administration record (MAR) charts. We found that medication prescribed matched with that listed in the person's care records. The MAR charts are printed and delivered by the local pharmacy and this included a recording of known allergies. Some of the recording of known allergies was blank on the MAR charts or in the person's medical records, and there was therefore no evidence to show that this had been considered.

All MAR chart recording was complete and administration had been signed for by a

member of staff. There was a single signature on the records, which was in accordance with the service policy and risk assessment around administration of medication.

None of the MAR charts had been altered or deleted. There were no hand-written entries.

**Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are helped to receive their medication safely and when it is needed. Medicines are stored safely and administration recorded correctly.

## Outcome 10: Safety and suitability of premises

### What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

\* Are in safe, accessible surroundings that promote their wellbeing.

### What we found

#### Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

#### Our findings

##### What people who use the service experienced and told us

Longton Court was opened a year ago and has been converted from a private house to accommodate three people in the main house, each with an ensuite bedroom. One of the bedrooms only had only a bath, and no shower. We were told by the provider that the home was arranging to put a shower into this room so that the service-user had a choice. The basement area of the house had been converted to accommodate another person in a self-contained flat which had its own gate, front door and no internal access. The basement area also had one locked bedroom which is used for staff to sleep when on night duty.

The home is not suitable for people who need to use a wheelchair as they would be unable to access the main part of the building. People who come to live at Longton Court are therefore assessed to ensure that they have good mobility.

The home has a large well appointed communal lounge with a television and sofas where all people could sit comfortably with members of staff. There is a dining room with room for everyone to eat together. There is a well appointed kitchen where there is room for people who use the service to work alone or alongside staff to prepare and cook food. There is a large refrigerator in the kitchen and we saw that temperatures are monitored and recorded.

Alongside the entrance to the basement is a locked space where laundry is washed and dried. This space also contains the locked cupboard for cleaning products. The service has a small garden at the front of the property and some off-street parking. The front door is reached by a number of steps. The rear of the property is largely

paved, and has some storage sheds and garden furniture. The garden is accessible generally by a staircase leading from a small balcony outside the kitchen area. There is a basketball hoop in the back garden which was in active use with one person who was supported by members of staff. There was a small area with a flowerbed that had been planted by a person living at Longton Court. Both outside areas were well maintained, safe and accessible for people who had good mobility.

The home has an activities room in the rear garden area which is accessed from the garden. The room has facilities for people to play indoor games and do artwork. The room can also be used for staff and visitors to meet in an area which does not disrupt the dining room or the lounge in the main building.

There is a small staff office at the front of the property which was tidy and well organised. People's records were kept in this office in locked cabinets. There was also some storage of records in an office in the staff bedroom.

We found that the service was clean and tidy in all areas, including people's bedrooms. As part of their therapy and independence, people are expected to help with cleaning and tidying their rooms and communal areas.

#### **Other evidence**

We looked at emergency, maintenance and servicing records. At the present time, the service has a fire evacuation procedure once per month to make sure that all scenarios are tested, and that all people living at the home are involved. The last evacuation was in June 2011. The home has an independent fire inspection each year, with the most recent conducted in April 2011. The fire extinguishers and other fire equipment were seen to be plentiful and well placed. They were last serviced in April 2011. Each person living at the service has a personal emergency evacuation plan which is kept in a file marked clearly with 'FIRE' in the main office adjacent to the front door. This was updated for all people who use the service in February 2011.

Hot and cold water is tested monthly. We saw records of the tests carried out along with expectations of what the temperatures should be reaching. Legionella testing is carried out by the service annually and the last certificate was awarded in February 2011.

When the service commenced in 2010, all the equipment was new. Portable Appliance Testing (PAT) is therefore now due and is being arranged in accordance with the provider's policy to carry out electrical testing annually.

#### **Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people at Longton Court live in premises that are safe, suitable for their needs and maintained to a high standard. The premises are secure, the grounds are maintained, and equipment and services required for the running of the premises is safe and maintained.

## Outcome 11: Safety, availability and suitability of equipment

### What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- \* Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- \* Benefit from equipment that is comfortable and meets their needs.

### What we found

#### Our judgement

The provider is compliant with Outcome 11: Safety, availability and suitability of equipment

#### Our findings

##### What people who use the service experienced and told us

Longton Court does not use any medical or mobility equipment with people who live there. We looked at furniture, fixtures and fittings and saw that all was in good working order, fit for purpose and properly maintained.

The home has a contract with a maintenance person who is able to repair and maintain most fixtures and fittings and will generally attend the service at short notice or in an emergency.

##### Other evidence

We did not use any other evidence to inform this outcome.

##### Our judgement

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are not at risk of harm from any unsafe equipment. Arrangements are made to ensure that equipment, fixtures, and fittings are maintained, repaired, and serviced as is appropriate.

## 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

When we visited Longton Court we met seven members of the regular staffing team of 17, including the service manager. We also met the area manager. Staff records are kept in the head office and not at the home. We talked to three of the non-managerial members of staff at some length and were able to find out from these staff about their recruitment. One staff member had recently been employed, another had joined the service when it opened a year ago, and another was already employed by the provider at one of the other services.

We were told by one staff member that the recruitment process was "very robust and thorough". Staff members were asked to provide two appropriate references, legally acceptable proof of their identification and address, and to complete a CRB declaration. Staff are able to commence employment at the service prior to receipt of a CRB declaration, providing that a POVA (protection of vulnerable adults) check is satisfactory, but will not work unsupervised until the CRB check has been received and is accepted. Another member of staff told us that the service does not use agency staff unless in an emergency. We were told that this allows staff members to build up trust with one another and to provide consistency with delivery of care.

Staff members told us that qualifications and particularly experience were important to the management of the service. Staff members that we met and talked to had extensive experience in the sector. This enabled staff members to communicate well with people who had cognitive impairment and complex needs and respond to their changing needs. Members of staff also understood the physical and emotional needs

of people living at Longton Court and promote their independence when and where possible.

**Other evidence**

We did not use any other evidence to inform this outcome.

**Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are cared for by members of staff who are recruited following relevant appropriate checks. We found that staff are assessed to be mentally and physically fit, skilled and experienced to carry out their role.

## 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

When we visited Longton Court we met seven members of the regular staffing team of 17. There were five members of staff, including the home manager on duty when we visited caring for four service users. There were also five members of staff on the afternoon shift and we were told that there would be four members of staff in the evening. The home had two members of staff, one waking and one sleeping, at night and other staff members were on call 24-hours-a-day in the event of an emergency.

The home operates a system where one experienced member of staff is the shift leader. We met and talked with one shift leader who was qualified to NVQ level 4, which was sponsored by the provider.

Members of staff generally work on a two-week rota and fulltime staff members work an average of 37.5 hours each week. We were told that staff rotas were designed to take into account people's personal lives and other responsibilities and that this was appreciated by members of staff. The staff rotas also were scheduled to ensure that there was a mix of skill, seniority and experience on each shift. Staff members told us that there were always plenty of people on duty at all times and that this was one of the things that they particularly valued about working at this service. This enabled them to spend quality time with the people they were caring for and for practical tasks to not take precedent over positive engagement.

Members of staff said that the working pattern they had was part of their contract and was what they had agreed to do when employed by the service. They had not been

asked to vary any terms of their contract in relation to working hours which they had not been happy to change.

**Other evidence**

We did not use any other evidence to inform this outcome.

**Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are being looked after by sufficient staff with the right mix of qualifications, skill and experience. We found that the service has systems in place to adapt to the changing needs of people who come to live there, and expected and also unexpected changing circumstances in the service.

## 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

When we visited Longton Court we met seven members of the regular staffing team of 17, including the service manager. We also met the area manager. We talked to three of the non-managerial members of staff at some length and were able to find out from these staff about their training and development. One member of staff told us that training was "excellent, interesting and very well delivered".

Staff members told us about mandatory training and said that the training they were given was "highly relevant to their job" and they were able to bring back new skills that improved practice. One example we were told about was the delivery of 'positive response training' (PRT). This was mandatory for staff members, and we talked to one member of staff who had been trained to cascade the training to other staff. Staff members highlighted PRT when telling us about training and how this had provided them with "very appropriate and relevant skills that helped to diffuse and de-escalate situations well". We were told it also helped to reduce the use of physical restraint to very rare occasions.

One new member of staff had been on an intensive induction programme. We were told that this process was very thorough and relevant. Training was delivered both internally and externally and at a good pace to enable the teaching to sink-in and with plenty of time for questions and comments. Training at induction had included PRT, safeguarding of vulnerable adults, and health, safety and hygiene.

Staff members told us that they receive supervision every four to six weeks and that these sessions were useful and valuable. We were also told that this enabled staff

members to deliver good care consistently, and this in turn resulted in the staff team being cohesive and working well together.

Members of the care staff who have been working at the home now for a year are due to have appraisals, and some of these had been postponed and cancelled and were now overdue. The home manager had been recently appraised by his line manager. We were told by members of the care staff that the home manager, area manager and directors were "very supportive" and that people felt that the management was very open and "driven to provide a top-quality service".

Members of staff told us that they were encouraged to develop their skills and knowledge. One member of staff had recently been awarded an NVQ level 4 which was sponsored by the company. We were told that staff members felt that the company was keen for them to develop their professional qualifications and skills and would support any sensible requests for development.

**Other evidence**

We did not use any other evidence to inform this outcome.

**Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court are looked after by competent members of staff who are properly supported, trained, and receive regular supervision. We found that staff are supported to develop their skills and experience and to gain further qualifications relevant to their role.

## 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

Longton Court is part of Community Therapeutic Services Limited, which has three residential homes in Weston-super-Mare, and a domiciliary care service. Assessing and monitoring the service is carried out by the provider and area manager through a programme of audit, management and monitoring.

The following information and evidence is audited and analysed:

- Surveys of professionals who come to the service to work alongside people who live there. Surveys are carried out, mostly with support from staff or carers, with people who live at the home. Surveys also come from the family and carers of the people who live at Longton Court.
- The home also has regular contact with parents and carers, advocates for people who live at the home, social workers, psychiatrists, and other professionals. Comments and suggestions are recorded and taken into consideration.
- 'Views of the week' are recorded and people living at the home are asked to give some comments about what they have most enjoyed or not that week.
- Incidents, accidents and events are recorded.
- Staff meetings take place with various staff groups, including managers, shift leaders, and key-workers, which are minuted.
- Complaints, compliments and comments are recorded, which are fed back to staff members.

The service has a file on quality assurance where all these things are kept and

monitored by the service. This is shared with staff members regularly and lessons learned and practice adapted to take account of when and where things can be improved.

**Other evidence**

We did not use any other evidence to inform this outcome.

**Our judgement**

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court do so in a service that makes effective decisions about the care and support it delivers. This is done by regularly monitoring the service and taking action from learning about adverse events, comments from people, members of staff, and provider supervisory visits.

## Outcome 17: Complaints

### What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- \* Are sure that their comments and complaints are listened to and acted on effectively.
- \* Know that they will not be discriminated against for making a complaint.

### What we found

#### Our judgement

The provider is compliant with Outcome 17: Complaints

#### Our findings

##### What people who use the service experienced and told us

People who use the service did not tell us anything about this particular outcome area. The service was pleased to tell us that they have had no complaints in the year that they have been operating. The service has a complaints file and policy which staff members are aware of.

We looked at the statement of purpose for the service and saw that how to make a complaint was explained to people who live at the service and also their family and carers.

##### Other evidence

We did not use any other evidence to inform this outcome.

##### Our judgement

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court or people who act or speak on their behalf will have their comments and complaints listened to and acted upon. We found that people are supported by a system that is in place to deal with complaints in a timely and responsive manner.

## Outcome 21: Records

### What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

\* Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.

\* Other records required to be kept to protect their safety and well being are maintained and held securely where required.

### What we found

#### Our judgement

The provider is compliant with Outcome 21: Records

#### Our findings

##### What people who use the service experienced and told us

Longton Court keeps clinical records in the manager's office in a locked filing cabinet. The clinical files we looked at had some areas that had not been fully completed and some information that had been superseded. The essential information required was held in the files, but had not been noted on all relevant documents.

Clinical records were legible, properly dated and timed, and well organised. Records are stored in such a way to be confidential, but accessible when needed.

Staff files are held at the provider's head office.

Other documentation including equipment service contracts, property maintenance, and policies and procedures are well organised and easily available.

We found that staff were aware of the statutory duty to keep people's records confidential and told us that they did not leave records lying around or unsupervised, and locked them away once they were updated.

##### Other evidence

We did not use any other evidence to inform this outcome.

##### Our judgement

We found that Longton Court was meeting this essential standard.

We found that people who live at Longton Court have records that are accurate and fit for their intended purpose. Records were stored in such a way that allowed them to be accessed quickly. Records were kept safe and confidential and only people who had the right to see the information were allowed to do so.

## Action we have asked the provider to take

### Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 18 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 02: Consent to care and treatment
	<p><b>Why we have concerns:</b></p> <p>We found that Longton Court is gaining appropriate consent from people who live at the service, or from those people who are appointed to take decisions for people when appropriate to do so, in most circumstances. Longton Court did not, however, have any written evidence that the delivery of care and support had been discussed with people and that they had been given the opportunity to give their consent.</p>	
Accommodation for persons who require nursing or personal care	Regulation 9 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 04: Care and welfare of people who use services
	<p><b>Why we have concerns:</b></p> <p>We found that people are being given safe, appropriate and effective care and support. We saw that people's needs are assessed and planning and delivery of care meets these needs and ensures that people's rights are protected. We did find that parts of people's records are not fully completed or updated when circumstances change.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

# 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
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
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