

Review of compliance

Potensial Limited
Potensial Limited - 31 Balfour Road

Region:	North West
Location address:	31 Balfour Road Birkenhead Merseyside CH43 4UD
Type of service:	Care home service without nursing
Date of Publication:	October 2011
Overview of the service:	This location is registered to accommodate four people with a learning disability.

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

Our current overall judgement

Potensial Limited - 31 Balfour Road was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 9 August 2011, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

The following information was gained through discussion with relatives / carers of the people using the service, health care professionals and observations made during the visit to the service.

Limited information was obtained from the people living at the home due to communication difficulties. However, people said they like the staff and they got on well together. They said staff are always available and talk to them about how they are each day. One person said 'The girls are good and kind'. Another person said 'The staff are lovely'. They said the staff are always available and they would speak to one of the staff if they were unhappy. One person said 'I would talk to the manager if I was upset or worried'. The people using the service said they are happy with care they receive. One person said 'I like living here'. Another person said 'I can watch the television when I want and go to bed when I want'. We observed the way staff interacted with the people using the service. Staff had a friendly and professional manner and the people using the service appeared comfortable in their company.

Relatives of the people using the service said they were very happy with the standard of the care provided. One person said 'My relative is very well looked after' and 'The staff are always professional and friendly'. Another person said 'This is my sister's home and she is very happy'. Both relatives said the staff respond quickly to their relatives' health care needs and the doctor is called when necessary. Relatives said they are always kept informed about their relatives' welfare. Both relatives are aware of the home's complaint procedure and neither had seen any signs of abuse or neglect.

The relatives said they are always made welcome at the home. Both said the home is

very well managed. One person said 'The home has very good management'.

The health care professionals spoken to had no concerns to raise about the management of the home or the care of the people using the service. One person said the staff are knowledgeable about peoples' individual care needs and they are kept informed of any problems that arise. They said their patients appeared well cared for and they had never seen any signs of abuse or neglect. One person said she was very impressed with the way staff had supported her patient. She commented that her patient appeared comfortable in the carers company. She said 'The carer was lovely and aware of my patient's care needs'. Another healthcare professional said 'The manager is excellent and the staff are knowledgeable about my client's care needs'. She said the staff are very thorough and conscientious and always take advice if they are unsure about matters.

What we found about the standards we reviewed and how well Potensial Limited - 31 Balfour Road was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

The people using the service are respected and involved in developing their care.

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

The people using the service receive the care and support they need.

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

People who use the service receive safe and coordinated care.

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

Systems are in place to ensure the people using the service are protected from abuse and harm.

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

The service promotes cleanliness and procedures for the control of infection.

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

Medication is appropriately managed to safeguard the people using the service.

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

A comfortable and homely environment is provided for people to live.

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

People who use the service are protected by appropriately recruited staff.

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

People using the service have their health and welfare needs met by sufficient numbers of care workers.

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

People using the service are supported by staff who are well supported.

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

Systems are in place to ensure the effective and efficient running of the home.

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

Systems are in place to ensure people can make a complaint and staff know how to respond appropriately to any complaints made.

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

Limited information was obtained from the people living at the home due to communication difficulties. The people using the service said they like the staff and they get on well together. One person said 'The staff are nice, we go out together'. Another person said 'The staff are lovely'. The people using the service appeared relaxed and comfortable in staffs company as they chatted together during the evening meal.

Other evidence

Staff are aware of the importance of respecting peoples' privacy and dignity and explained how they support people in a respectful way. Staff spoke about the people using the service respectfully and outlined how they encourage them to be as independent as possible. The people using the service are encouraged to take risks as part of living an independent lifestyle and they are included in any decisions made about their care. Regular meetings take place with the people using the service so they are informed about the running of the home and kept up to date with any changes and developments to the service.

Our judgement

The people using the service are respected and involved in developing 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

Limited information was obtained from the people living at the home due to communication difficulties. The people using the service said they were happy with care they receive. One person said 'The girls are good and kind'. Another person said 'I can watch the television when I want and go to bed when I want'. A relative of one of the people using the service said she was very happy with the standard of care provided. She said 'My relative is very well looked after' and 'The staff are always professional and friendly'. The health care professionals involved in the service said their patients appeared well cared for. One person said she was very impressed with the way staff had supported her patient. She commented that her patient appeared very comfortable in the carers company. She said 'The carer was lovely and aware of my patient's care needs'.

Other evidence

A plan of the care provided to each person is in place. The care plans cover a range of issues relating to peoples' individual care needs. More information is needed in some parts of the care plan to ensure the people using the service receive the right level of care and staff are clear on their responsibilities about looking after them. Before the care plan is implemented, an assessment of peoples' care needs is carried out. A range of risk assessments are then completed to identify any areas of care which people may be vulnerable to the risk of harm. Guidance is available to staff on how to minimise the risk of accidents happening.

Our judgement

The people using the service receive the care and support they need.

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

No information was obtained from the people living at the home regarding this outcome area. A relative of one of the people using the service said the staff respond to her sister's health care needs and will contact her doctor when necessary. None of the health care professionals spoken to had any concerns to raise. One person said the staff are knowledgeable about peoples' individual care needs and they are kept informed of any issues that arise.

Other evidence

Staff have established good relationships with healthcare professionals such as peoples' GP, chiropodist and community nurse etc. Peoples' health care is reviewed regularly. Relevant healthcare professionals are involved in these reviews to ensure their views are taken into account when planning future care. Staff support people with healthcare appointments. Staff seek advice from a range of healthcare professionals to support them in their work and to ensure that people using the service receive the best possible support and care. This means that people's individual care needs are met and they receive coordinated care. Information is shared with other agencies in a confidential manner.

Our judgement

People who use the service receive safe and coordinated care.

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

Limited information was obtained from the people living at the home due to communication difficulties. One person said 'The staff are lovely'.

Other evidence

The manager was clear on the procedure to follow in the event of a safeguarding issue arising and a copy of the Wirral safeguarding procedure is in place to support her with this. Staff are trained in this area of care and know to report safeguarding issues to a senior member of staff. They know about the different types of abuse that can occur and the signs to look out for. Staff are trained on safeguarding when they are first employed and this is part of the ongoing staff training programme. They had a broad understand the meaning of whistle blowing which further ensures people using the service are protected, although this issue should be clarified with some staff. Staff had no concerns about the safety of the people using the service or the care practices of their colleagues.

Our judgement

Systems are in place to ensure the people using the service are protected from abuse and harm.

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

No information was obtained from the people using the service about this outcome.

Other evidence

On the day of the visit the home was clean and tidy and comfortably warm. While staff take responsibility for cleaning the communal areas of the home, the people using the service are encouraged to keep their own rooms clean and tidy as part of maintaining daily living skills. Although separate domestic staff are not employed at the home, the staff said they can easily incorporate the necessary domestic tasks into their day. Infection control policies and procedures are in place for staff to refer to and health and safety checks are carried out.

Our judgement

The service promotes cleanliness and procedures for the control of infection.

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

No information was obtained from the people using the service about this outcome.

Other evidence

Staff are trained to give medication and policies and procedures are in place to support staff in their role. Medication administration record sheets were accurately maintained and corresponded correctly with the medication held. Medicines are stored securely. The people using the service are encouraged to take responsibility for managing their own medication. This ensures their independence is maintained. Guidelines are in place for when medication is given on the basis of 'as and when required'. This information was general and did not give staff specific details about how this medication should be managed. The home's medication procedures are regularly audited by the local PCT to ensure they are continually being managed correctly.

Our judgement

Medication is appropriately managed to safeguard the people using the service.

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

No information was obtained from the people using the service about this outcome.

Other evidence

The design and layout of the premises are suitable for the purpose of running a care home. The home is decorated in a homely way with good lighting throughout. There is a small yard at the back of the home with garden furniture and pot plants to make it more attractive. Regular checks are carried out to ensure the building is kept in good order. Regular fire safety checks are carried out and routine work is carried out by maintenance staff.

Our judgement

A comfortable and homely environment is provided for people to live.

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

No information was obtained from the people using the service about this outcome area.

Other evidence

Thorough recruitment and selection procedures are in place. Records indicated that all the required checks had been undertaken prior to staffs employment to ensure suitably qualified and competent staff are employed. Newly appointed staff complete a six month probationary period during which time they are supervised by a senior member of staff. During the probationary period staff complete induction training to ensure they are clear on their responsibilities and know what is expected of them. This induction training has recently been developed to ensure it is in line with recommended good practice. Staff disciplinary procedures have recently been improved to manage staff who are no longer fit to work at the home. This serves to protect the people using the service.

Our judgement

People who use the service are protected by appropriately recruited staff.

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

Limited information was obtained from the people living at the home due to communication difficulties. The people using the service said the staff are always available to talk to. A health care professional said she felt the staffing levels were good and the mix of staff was appropriate given peoples' care needs.

Other evidence

Staff spoken to said there are always enough staff on duty to ensure the needs of the people living at the home are met. The manager said the staffing levels had recently been increased. She confirmed that some of the people using the service are allocated individual staffing hours which are always provided. The staff rota did not clearly display the way these hours were being used although records were kept of the activities carried out. A new computer system has recently been installed which will address this issue.

Our judgement

People using the service have their health and welfare needs met by sufficient numbers of care workers.

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

No information was obtained from the people using the service about this outcome area.

Other evidence

Staff said they enjoy their work and feel well supported in their role. Regular team meetings take place along with daily informal meetings to ensure good communication amongst the staff team. Staff meet regularly with a senior member of staff to discuss their work and training needs so they can develop in their role. Staff are provided with regular ongoing training to ensure they are clear on their responsibilities and know what is expected of them. The manager has carried out a training need analysis and training in relation to medication administration, safeguarding, fire safety and equality and diversity has been planned. The staff training records were not up to date so it was not entirely possible to establish the training staff had completed. The manager agreed to send us this information following the inspection. A programme of training to the National Vocational Qualification standards is in place. Staff spoken to said the organisation provides good training which supports them in their work.

Our judgement

People using the service are supported by staff who are well supported.

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

Limited information was obtained from the people living at the home due to communication difficulties. The people using the service said they are happy with care they receive. One person said 'I like living here' and 'I don't want to move'. Relatives the the people using the service said they are happy with the service provided and considered the home to be well managed. One person said 'The home is very well managed'. A health care professional considered the home to be very well managed. She said 'The manager is excellent and always wants the best for her clients'.

Other evidence

Quality assurance systems are in place to ensure the effective and efficient running of the home. These include monitoring and supporting staff in their work and carrying out health and safety checks around the building. Regular meetings take place with the people living at the home to obtain their views of the service they receive. Staff talk to the people using the service about the care they receive and advice is sought from healthcare professionals as needed. The service is audited monthly by an area manager from within the organisation. If improvements are identified, an action plan is drawn up with timescales for the completion of any work. A notice board offers people using the service and their relatives information about the facilities provided at the home and what's happening in the community.

Our judgement

Systems are in place to ensure the effective and efficient running of the home.

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

None of the people using the service had any complaints to make. They said they would speak to a member of staff if they were unhappy. One person said 'I would talk to the manager if I was upset or worried'. Another person said 'I'd speak to one of the care staff if I wasn't happy, but things are ok'. Relatives said they are aware of the home's complaint procedure.

Other evidence

A complaints procedure is in place and available to the people living at the home. A record of complaints is made for the purpose of monitoring and improving the quality of the service. Staff are clear on the procedure to follow in the event of them receiving a complaint.

Our judgement

Systems are in place to ensure people can make a complaint and staff know how to respond appropriately to any complaints made.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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