

Review of compliance

<p>Quest Haven Limited Quest Haven Limited - 31 High Street</p>	
Region:	South East
Location address:	Horsell Village Woking Surrey GU21 4UR
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	<p>This is a small home for three men who have a learning disability and /or mental health problem. The home a residential detached property is on a quiet part of the high street a short walk form the shops. Each person has their own bedroom and shares a kitchen, lounge and dining room. The people living there are supported to be as independent as possible. With staff supporting them to learn new skills and</p>

	build their self confidence.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Quest Haven Limited - 31 High Street 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 and carried out a visit on 28 September 2011.

What people told us

One person said "I am very happy at the home, the staff are all nice and they help me a lot." Another said "I really like living here, the staff help me and they are all very nice to me". People living in the home said they like going out and they go out most days, they get to chose were to go, but they can stay home if they want to. They said they cook their own meals and chose what they want to eat. "The staff help a bit one person said, we go shopping with staff to get the food we need".

What we found about the standards we reviewed and how well Quest Haven Limited - 31 High Street was meeting them

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

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that 31 High Street was meeting this essential standard.

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

People who use the service experience, appropriate care, treatment and support that meet their needs

Overall, we found that 31 High Street was meeting this essential standard

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

People living at the home can not feel fully confident that they are as far as possible protect from abuse as staff have not had their training updated in a timely way.

Overall, we found minor concerns with this essential standard.

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

People living in the home benefit from staff having regular supervision however training for staff is not up to date, leaving people's health and welfare at possible risk.

Overall, we found Moderate concerns with this essential standard.

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

The people live at the home benefit from a service that monitors its care provision regularly in order to ensure the quality of service it provides.

Overall, we found that 31 High Street was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 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. When we propose to take enforcement action, our decision 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

One person said when showing us his room that "this is where I come if I want private time, the staff respect that and don't disturb me, unless we are going out or something like that". "They do knock on my door and I say they can come in".

Other evidence

The manager explained that encouragement is given for people to remain as independent as possible whilst at the same time giving them the care and support they need to enable this. Information is collected about the care and support the person wishes to receive. They talk through with the person how and when they want care and support. The protocols for care are completed and agreed with the person. Goals are set that are realistic and work towards further independence and self confidence.

Staff spoken with said that they take care to protect people's dignity and privacy; they always knock on bedroom and bathroom doors before entering. For example one staff member said when helping a person in the bath, the person is encouraged to get in the bath by themselves and they would come in after and ensure that they overt their eyes while washing their backs, then leave them to enjoy their bath.

People's files were seen and these reflected their choices in care protocols. These were individualised and person centred.

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People's files were seen and these reflected their choices in care protocols. These were individualised and person centred.

Our judgement

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that 31 High Street was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People living at the home told us that they get lots of choices; they can choose what they will wear, what they are going to eat and where they want to go. One said that their last trip out was to Woking park, they had a picnic "it was great". Another said that they do lots of sports, "we do badminton, I don't like football so I don't do that, but I like tennis too." "The staff are always there if we need them but I do most things for my self, I can dress my self, clean my room, and cook my dinner, my favourite is pork chops!" People living at the home told us that they get lots of choices; they choose what they will wear, what they are going to eat, where they want to go. One person said that their last trip out was to Woking park, they had a picnic "it was great". They told us they do lots of sports which includes badminton and tennis.

Other evidence

Staff spoken to explained a large part of their work with people who live in the service was to support them to gain new skills and promote their independence. A staff member was observed to support a person make a decision and understand the range of options that were available to them regarding going out for the remainder of the afternoon.

In care plans viewed there were clear guidelines in respect to routines and supporting people with their needs. The manager confirmed that these were reviewed with healthcare professionals, relatives and people who use the service on a regular basis.

We reviewed two care plans which they call care protocols, these showed short and

long-term goals. The protocol focused on current need and development of skills, and future aspirations of the individual. The care protocols were individual to that person showing their personal likes and dislikes.

Staff spoken to gave several examples of how participating and interacting with service users has enabled them to become more independent.

People had been enabled to and encouraged to participate in hobbies, activities and education. These included learning badminton and tennis. Sports were seen to be helping people who use the service maintain a healthy weight as well as their fitness level.

Through direct observation, discussions with staff and records viewed we could see that the service actively encourages the people living there. It provides imaginative and varied opportunities for people to develop and maintain social, emotional, communication and independent living skills.

People who live at the service were enabled to maintain contact with relatives and friends where they wished to do so. Relatives and friends are encouraged to visit the home, and support is available to enable people to visit relatives or friends outside of the home.

Care protocols included a comprehensive risk assessment. Management of risk took into account the specialist needs of people who use the service, balanced with their aspirations for independence, choice and normal living.

Care records and specific health care records seen showed that people who use the service had access to a range of health care professionals including dentists and opticians when needed and had regular health checks. Any health care issues were seen recorded in the care notes. Specialist outside support is also provided where required.

The people at the home have access to lots of activities in the local community. This included cinema trips, going to local parks, going to the pub, going out for lunch and shopping. Staff spoken to said that people do choose the activities they want to do. They also go to day centres during the week and college. The home has transport so people who use the service can be helped to access things in the local community.

Our judgement

People who use the service experience, appropriate care, treatment and support that meet their needs

Overall, we found that 31 High Street was meeting this essential standard

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

There are minor concerns with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

We did not talk to people living in the home about this outcome

Other evidence

The atmosphere was seen to be relaxed and calm at the time of the site visit. Staff said relatives worked very closely with the service and that they had the opportunity to raise concerns if they had any.

The manager and staff spoken with showed a good knowledge of safeguarding people from abuse and how and where to report any suspicions or concerns. The service has policies and procedures which covered abuse and whistle blowing. The service had a copy of the local safeguarding protocols issued by Surrey County Council available for staff.

The manager stated he has recently completed training as a trainer for safeguarding adults and he is going to train staff at the home to ensure their knowledge remains current and is up to date. However currently all but one member of staff has not undertaken this training in the last three years.

Our judgement

People living at the home can not feel fully confident that they are as far as possible protect from abuse as staff have not had their training updated in a timely way.

Overall, we found minor concerns with this essential standard.

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

There are moderate concerns with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

We did not talk to people living in the home about this outcome.

Other evidence

The documentation reviewed on individual staff files showed that staff are receiving regular supervision by the manager.

Staff spoken to confirmed that they receive supervision regularly with their manager. They use the time to discuss any positive feedback regarding the people living in the home and progress towards individual goals and any obstacles that have occurred. Training needs are discussed and the dates for future training are checked.

Staff meetings are held at least every three months, sometimes more often if the need arises.

Staff receive training, the most recent course was fire awareness training. The manager has recently trained as a trainer for safeguarding so he will be able to keep this training for staff up to date. The training matrix seen showed that most staff have not undertaken or have out of date certificates for basic food hygiene and moving and handling. However, the training has been booked staff confirmed.

Staff said they are well supported by their manager; there is a very low turn over of staff with most staff spoken to having been there for more than five years. Staff said they get a lot of job satisfaction as they see the people living in the home become more independent and happy

Our judgement

People living in the home benefit from staff having regular supervision however training for staff is not up to date, leaving people's health and welfare at possible risk.

Overall, we found Moderate concerns with this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

We did not talk to people living in the home about this outcome

Other evidence

The home send surveys to families, GP's and social workers to make sure they are happy with the care provided and the progress.

These surveys are sent out twice a year. The information feeds into a review of the home and the way people there are cared for and supported. Examples of the surveys were seen they were all very positive about the home and the improvements in daily living skills their relative have made over the preceding six months. The manager said that the feedback is shared with the staff at their meetings. At these staff meetings staff talk about the areas of improvement they have witnessed for individuals and make suggestion for further development.

As an ongoing process a senior manager from the organisation carries out an audit of the service to measure compliance with the outcomes of the Care Quality Commissions Essential Standards of Quality and Safety. Short falls are discussed and action taken, recently a shortfall in staff refresher training has been identified and courses are being arranged.

Our judgement

The people live at the home benefit from a service that monitors its care provision

regularly in order to ensure the quality of service it provides.

Overall, we found that 31 High Street was meeting this essential standard.

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 11 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 07: Safeguarding people who use services from abuse
	<p>Why we have concerns: People living at the home can not feel fully confident that they are as far as possible protect from abuse as staff have not had their training updated in a timely way.</p> <p>Overall, we found minor concerns with this essential standard.</p>	
Accommodation for persons who require nursing or personal care	Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<p>Why we have concerns: The people live at the home benefit from a service that monitors its care provision regularly in order to ensure the quality of service it provides.</p> <p>Overall, we found that 31 High Street was meeting this essential standard.</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 to us within 14 days of the date that the final review of compliance report is sent to them.

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

Document purpose	Review of compliance report
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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA