

Review of compliance

Mrs Eve Went The Dunes	
Region:	South West
Location address:	49 Cynthia Road Parkstone Poole Dorset BH12 3JE
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	The Dunes is a care home service without nursing. The home is a converted detached bungalow and up to three people can live there. It provides a service for young adults with complex needs including mental health problems, learning and physical disabilities. People living there receive help and support with daily living skills and personal care.

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

Our current overall judgement

The Dunes 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 and carried out a visit on 21 November 2011.

What people told us

We carried out an inspection of The Dunes on 21 November 2011. The home had been open and running since February 2011 and only one person was living there.

The person living in the home was not able to tell us what it was like to live there. This was because they had had difficulty talking and understanding what we wanted to talk about. We were, however, able to observe how staff worked and helped to support the person. We were also able to speak on the telephone with relatives of the person and also a community learning disability nurse who visited the home.

The relatives of the person living in the home told us that they were very pleased with the care their relative received at The Dunes. They said they were involved in decisions about this. They described the staff as "very good" and said their relative's social life had "improved immensely".

The community learning disability nurse told us that the home kept her informed about any worries they had about the person living there. She said she was involved in decision making about the person's care and that the home worked well with her.

What we found about the standards we reviewed and how well The Dunes 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 living at The Dunes can be sure, if they cannot make decisions themselves, their

relatives and other people are properly involved in planning the care and support they receive. They can also be sure that their privacy, dignity, independence and rights are upheld and they have opportunities to do activities they enjoy.

Overall we found that The Dunes was meeting this essential standard.

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

People living at The Dunes can be sure that they will receive safe and effective care and support.

Overall we found that The Dunes was meeting this essential standard

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

People living at The Dunes can be confident that there are systems and procedures in place to protect them from harm as far as is reasonably possible.

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

People living at The Dunes can be confident that there are systems in place to make sure the staff team receive regular training and support. This is so they have the necessary skills and knowledge to provide people with the help and support they need.

Overall we found that The Dunes was meeting 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

People living at The Dunes can be sure checks are carried out on the management of the home. People's views, or those of their relatives, are obtained so the home is run in their best interests.

Overall we found that The Dunes was meeting this essential standard

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

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

The person living at The Dunes at the time of our inspection was unable to tell us what they thought about their experiences of living there.

Relatives of the person living in the home told us that they were involved in decisions about the care and treatment of their relative. They said, "We attend reviews about care". They told us that their relative had "no social life at all" where they lived before moving into the Dunes but since moving in it had improved "immensely". They told us they had a copy of the plan of weekly activities organised for their relative and it was "full".

A community learning disability nurse we spoke with told us that they knew the person living the home. She said she was kept informed by the home of any concerns they had about the person. She also told us that the home followed her advice, invited her to reviews and involved her in important decisions about the care and treatment the person received. The nurse said she knew that the home was being careful about arranging for anyone else to move in because of the complex needs of the person already living there.

Other evidence

We looked at records that the home kept about the person who was living there. This was done in order to understand what sort of things the person liked to do and how staff helped them to make choices and decisions for themselves.

We looked around the home and saw that there were three single bedrooms. Each bedroom had an en-suite shower room or bath room with toilet. These rooms provided privacy for the people who used them.

We saw that the door of bedroom used by the person living in the home at the time of our inspection had a small glass panel. The home's manager told us that this had been fitted because on occasions the person was asked to go to their room when their behaviour became difficult to manage. Staff needed to observe the person when this happened for the person's safety. This was because they had sometimes harmed themselves when they were upset and distressed. We saw the glass panel was covered with paper and there was a small flap in the paper that could be lifted to allow staff to observe the person.

The records we looked at included a clear plan with instructions for staff to follow about the use of the bedroom and the glass panel. This was to be sure that the person's dignity, privacy and safety were upheld as much as possible. We saw evidence that all these things had been discussed and agreed with the person's relatives and a community learning disability nurse. Under the law if someone is not able to make an important decision themselves because they are unable to understand something other people can do this. Those people must follow rules if they make such a decision. We saw that these rules had been followed to make sure that the person's rights under the law were protected.

We saw that the person's bedroom was decorated with pictures and some personal items. We noted that the pictures and a television in a cabinet were all secured to the walls and covered with unbreakable plastic. The home's manager told us this was to prevent the items being damaged and the person harming themselves.

We noted that the home had a lot of information written down about what the person liked, disliked and their preferences. For example we saw a plan about their night time routine that stated they would decide when they wanted to go to bed. We also saw they were encouraged to choose what clothes to wear and their own DVDs when renting or buying them.

We noted that there was a lot of information about the person's interests and what activities they enjoyed. On the day of our inspection plans were in place to help the person go out to the cinema and later to go to a dance activity that they particularly enjoyed.

We observed the staff supporting the person when they became distressed. We saw that they were patient and sensitive, but firm. Their approach to managing the person's difficult behaviour was both appropriate and respectful.

Our judgement

People living at The Dunes can be sure, if they cannot make decisions themselves, their relatives and other people are properly involved in planning the care and support they receive. They can also be sure that their privacy, dignity, independence and rights are

upheld and they have opportunities to do activities they enjoy.

Overall we found that The Dunes 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

The person living at The Dunes at the time of our inspection was unable to tell us about their experience of receiving care.

Relatives of the person living in the home told us that they felt their relative was "very fortunate to be living at The Dunes". They said that staff ensured their relative received the low protein diet they needed. They told us that staff at The Dunes had looked into the matter great detail and they were "very pleased". They also told us that the home organised for their relative to see doctors and dentists and have regular health checks.

A community learning disability nurse we spoke with told us that she knew of other care home services owned by the same registered provider. She said that in her experience plans setting out the care people received were well written and accurate.

Other evidence

We looked at records that the home kept about the person who was living there. This was done in order to help us understand how the care they needed was identified, planned and provided. We saw that the home got information about this before the person moved in. This was done to be sure the home's staff could give the person the right help and support.

We saw very detailed written plans that set out the instructions for staff to follow to be sure the person was given the help they needed. These included among other things, bathing and dressing; providing a low protein and weight loss diet; giving medication;

communicating using a system of signs and some simple words and managing difficult behaviours.

We spoke to a member of staff about the plans that we looked at and it was apparent that they had taken a lot of time and trouble to look into the importance of a low protein diet for the person.

We also saw plans that set out how the person could be protected from things that could harm them and also protecting other people from harm the person could do to them. These included things around the home that could be a serious risk such as kettles and hot drinks. Other things included activities the person took part in such as travelling in vehicles and going to a day service.

We observed the staff helping the person living in the home with medication. We also saw them provide support when the person became distressed and their behaviour became difficult to manage. We noted that they followed instructions that were set out in the person's plans of care.

Our judgement

People living at The Dunes can be sure that they will receive safe and effective care and support.

Overall we found that The Dunes 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

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

The person living at The Dunes at the time of our inspection visit was unable to tell us what they thought about being protected from harm.

Relatives of the person living in the home told us that they felt that their relative was safe from harm living at The Dunes. They said that the home had taken extra precautions and changed some of the home's procedures to protect their relative. They also told us they were involved in making important decisions with other people on behalf of their relative because their relative could not understand many things.

A community learning disability nurse said she thought that the home was a good advocate for the person living there.

Other evidence

We spoke with the two staff members who were on duty at the time of our inspection visit and we also looked at their staff records. They told us that they had received training about protecting people from being mistreated. We looked at their training records which confirmed what they told us. They were also able to tell us how people could be harmed or abused. They also told us what they would do if they knew or believed that someone living at The Dunes was being mistreated.

We looked at the records of the other three staff who worked in the home and saw that they had all attended a three day training course when they first started work. This included information about what they should do if they thought or knew someone was

being mistreated. We also saw that the manager had a list of the training that staff had received and what they needed to do. This included training about how to protect people from such harm.

We noted that all staff working in the home had received appropriate training about physical intervention and break away techniques. This was to be sure that if they had no alternative but to use restraint to manage difficult behaviour the person concerned should not be injured.

From the information that we keep about The Dunes we knew that they had acted properly when they thought people had been mistreated. They had sent us and other organisations details of what harm they thought had been done to a person living at the home.

The home's manager told us that they helped the person living in the home look after their money. We saw that there was a system in place for recording the money held on behalf of the person and checking the balance in their bank account was correct. We noted that the money being held in the home for the person was correct according to the home's records. From our inspections of other care home services operated by the same registered provider (home owner) we knew that records of money held on behalf of people were regularly checked.

We looked at the staff records of four of the five people employed to work at The Dunes. We saw that all the checks that must be made under the law to be sure they were suitable to work with people who use care services had been done before they started work.

Our judgement

People living at The Dunes can be confident that there are systems and procedures in place to protect them from harm as far as is reasonably possible.

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

The person living at The Dunes at the time of our inspection was unable to tell us what they thought about the training that staff received.

Relatives of the person living at the home told us they thought the staff working there were very good

Other evidence

We spoke with two staff who were working at the home at the time of our inspection visit. They both told us that they met regularly with their line manager to talk about how well they were working, what they needed to do better, what training they needed and any concerns.

We looked at the records of all the staff working in the home. These showed that everyone met with their manager about once a month to talk about their training needs and how they were doing.

We also looked at records of the training that everyone working in the home had received. We saw that two of the five staff who worked there had obtained relevant formal qualifications. We noted that everyone had completed three day induction training when they started working for the registered provider (home owner). We saw that this training covered a lot of essential health and safety subjects, such as fire safety and first aid. We also saw that everyone had done some training in subjects about people who would use the service. These included challenging behaviour, epilepsy, autism and equality and diversity.

We noted that the manger had a list of the training that some staff still needed to do.

Our judgement

People living at The Dunes can be confident that there are systems in place to make sure the staff team receive regular training and support. This is so they have the necessary skills and knowledge to provide people with the help and support they need.

Overall we found that The Dunes was meeting 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

The person living at The Dunes at the time of our inspection was unable to tell us how the home could improve.

The relatives of the person living in the home told us that they had recently been sent, and completed, a questionnaire for the registered provider (home owner). This had asked for their views about the quality of the service at The Dunes. They also told us they were able to make suggestions about how to improve the service their relative received.

Other evidence

We looked at documents called "monthly compliance checks". They showed that every month checks were made of what had happened at the home. This was to make sure that staff were doing what they had to do under the law as well as what the home owner wanted them to do. This included, among other things, checking that records were kept properly; balances of monies held on behalf of people were correct; medication was stored properly and medication records were up to date; people living in the home were involved in activities; any complaints had been investigated and the building was being looked after properly.

The home's manager told us that relatives and staff had been sent questionnaires to obtain their views about the service with a request to return them by 14 November 2011.

From our inspections of other care home services operated by the same registered provider (home owner) we knew that customer satisfaction surveys were done every year, and if needed an action plan was put in place to improve things.

Our judgement

People living at The Dunes can be sure checks are carried out on the management of the home. People's views, or those of their relatives, are obtained so the home is run in their best interests.

Overall we found that The Dunes was meeting this essential standard

What is a review of compliance?

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

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

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

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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