

Review of compliance

Mark A Peake
Mark A Peake - 21 Totterdown Street

Region:	London
Location address:	21 Totterdown Street Tooting London SW17 8TB
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	21 Totterdown Street is a registered care home for two people with a learning disability. It is one of three services managed by Mark A Peake with staff support provided 24 hours a day.

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

Our current overall judgement

Mark A Peake - 21 Totterdown Street 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 5 April 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us they enjoyed living at 21 Totterdown Street and were happy there. They stated that they were well supported by staff and felt they could always come to them when they had a problem. They said that they enjoyed having their own living space and that their privacy was respected.

What we found about the standards we reviewed and how well Mark A Peake - 21 Totterdown 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's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was delivered.

Overall, we found that 21 Totterdown Street was meeting this essential standard.

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

People experienced care, treatment and support that met their needs and protected their rights.

Overall, we found that 21 Totterdown Street was meeting this essential standard.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Overall, we found that 21 Totterdown Street was meeting this essential standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Overall, we found that 21 Totterdown Street 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

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

Overall, we found that 21 Totterdown Street 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

People said that they could express their views and were involved in making decisions about their care and treatment. They stated that they fed back to their key worker at least once a week and were able to report if they were unhappy with anything. People said that staff always made time to speak to those using the service no matter how busy they were.

People were supported in promoting their independence and community involvement. They attended college courses in Computing, English and cooking. They also took turns to cook for each other in the evenings with support from staff .

People felt their privacy was respected and that staff treated them with dignity. We saw that staff interaction with people was positive and people using the service appeared comfortable and relaxed in their surroundings.

Other evidence

Care plans were written in a person centred way that promoted respect. There was clear evidence that people using the service had involvement in shaping their individual care and their feedback was recorded.

People had personalised their rooms and had their own equipment such as televisions, computer consoles and sound systems. The house was divided for the 2 people using the service to both have their own private lounge, bathroom and bedroom with a communal area to eat together if they wished to.

Our judgement

People's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was delivered.

Overall, we found that 21 Totterdown 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 said they were satisfied with the care they received and remarked at how much they enjoyed living their home.

Other evidence

Care and treatment was planned and delivered in a way that ensured people's safety and welfare. Staff accompanied people using the service when they went out. There was always a member of staff available for people to have the freedom to go out whenever they wished.

Care records showed that people's healthcare needs were assessed and responded to. People had access to health services and were supported, where necessary, to attend clinics and outpatient appointments. There was an appropriate system for administering and recording medication and there was evidence of staff communicating with doctors and the pharmacy in regards to people's care.

Care records were written in plain English with an easy to read format using symbols and pictures.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

Overall, we found that 21 Totterdown 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

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 people we spoke with said they felt comfortable and safe in the home and were able to approach staff if they had concerns.

Other evidence

Staff training records showed that staff had attended safeguarding training. The staff we spoke with were able to describe what they would do if they were concerned about a person using the service.

We were told of occasions when the two people using the service argued with each other. Staff said they felt confident in managing such situations, as the organisation had a clear process in place to do this.

Records showed that there was a clear system in place for managing people's finances.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Overall, we found that 21 Totterdown Street was meeting 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

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People said staff were always supportive.

Other evidence

Staff said they had completed mandatory training such as safeguarding, first aid, care planning and health and safety. Staff training records demonstrated that staff had regular training.

Staff said they had voiced their concerns and discussed making improvements to the service at staff meetings. Records showed that staff had received supervision.

The rotas showed that staff shifts were organised and staff felt that there were always enough staff on duty to effectively manage the service and support residents. There was also an emergency on call system in place should the need for more staff support arise.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Overall, we found that 21 Totterdown Street 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

People said the service was well run and they were often asked to give feedback on how they felt supported.

Other evidence

Records showed that the provider carried out monthly audits to monitor the quality of care; this included auditing of care records, medication charts, people's concerns, finances and environmental safety checks. A complaints book was kept up to date and complaints were dealt with satisfactorily when they arose.

The minutes from staff meetings showed that staff were able to express their concerns and were kept up to date with changes in the service. Staff said they felt listened to by their managers and were confident that changes would be made if they raised concerns.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

Overall, we found that 21 Totterdown Street 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

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