

Review of compliance

Ms Iolenta Castelino Therese Care Home	
Region:	London
Location address:	144 Gassiot Road Tooting London SW17 8LE
Type of service:	Care home service without nursing
Date of Publication:	August 2012
Overview of the service:	Therese Care Home provides accommodation and care for up to three people with mental health needs. It is situated in a residential area of Tooting with good access to local shops and transport links.

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

Our current overall judgement

Therese Care Home was meeting all the essential standards of quality and safety inspected.

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 28 June 2012, talked to staff and talked to people who use services.

What people told us

We spoke to three people who use the service and one staff member during our first unannounced visit to Therese Care Home. A second announced visit then took place to look at paperwork held by the provider.

One person who uses the service told us that the home was 'a lovely place to live' and said that they were 'lucky to come here'. Other comments received included 'I'm quite happy' and 'it's alright'.

All three people we spoke were positive about the food provided to them with feedback such as 'wonderful – the food is good' and 'they are good cooks'.

What we found about the standards we reviewed and how well Therese Care Home was meeting them

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

The provider was meeting this standard.

Care and treatment was planned and delivered in a way that ensured people's safety and welfare.

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

The provider was meeting this standard.

People were protected from the risks of inadequate nutrition and dehydration.

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

The provider was meeting this standard.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

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

The provider was meeting this standard.

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

The provider had a system in place to assess and monitor the quality of service that people receive.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

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 people we spoke to reported that they were happy with the service provided to them and said that staff treated them with dignity and respect.

One person told us that 'I take myself out to get a newspaper'. They said that they sometimes got bored but also reported that 'I'm not restricted'. The individual told us that they really enjoyed going to the local market with staff. Another person who uses the service told us that they went to Church each week and watched the television.

One person said that they saw the doctor regularly. A staff member showed us information about recent visits made to the GP and ongoing action being taken around individual health needs.

Other evidence

We looked at the care plans for two people who use the service. These documents looked at individual social and emotional needs along with their physical wellbeing. Assessments were also in place for each individual where any risks had been identified.

The small size of the home means that staff have clearly got to know the people living there well and the atmosphere during our visits was friendly and informal.

The provider should continue to develop care planning at the home. A goal based approach may work well with emphasis on social and emotional wellbeing.

Our judgement

The provider was meeting this standard.

Care and treatment was planned and delivered in a way that ensured people's safety and welfare.

Outcome 05: Meeting nutritional needs

What the outcome says

This is what people who use services should expect. People who use services: * Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

All three people were eating their breakfast when we arrived just before 10am on the first day we visited.

Feedback about the food included 'wonderful – the food is good' and 'they are good cooks'.

All of the people we spoke to said that they were not given choice about the main meal each day but were happy with the meals provided. One person commented 'you get what you are given' but went on to say 'I like what I'm given'.

Other evidence

We saw that a four weekly rotating menu was in place and a staff member told us that this was based on the meals people enjoyed.

Records of food provided included cooked breakfasts at weekends and sandwiches or soup for lunch. A cooked meal was seen to be provided each evening.

Our judgement

The provider was meeting this standard.

People were protected from the risks of inadequate nutrition and dehydration.

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

One person told us that 'you get your medicine with your meals'.

Other evidence

Our inspection of October 2011 found that processes for the management and administration of medication required improvement. The provider wrote to us and told us that they would review the systems in place.

We saw that a monitored dosage system was now in place. This means that the pharmacy supplies each person's medication in separate blister packs along with pre-printed administration records. The provider reported that this system was working well.

Medication was seen to be stored securely and administration records we checked were fully completed and kept up to date.

Our judgement

The provider was meeting this standard.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

Comments from people we spoke to about the staff included 'they treat me nicely' and 'it's nice to have them here overnight'.

Two people who use the service told us that they felt able to knock on the staff room door at the night if they needed something.

Other evidence

Our inspection of October 2011 found that there were gaps in staff training and that overnight staffing levels required review.

The staff member we spoke to told us about the training they had attended which included Safeguarding Adults and First Aid. Certificates of training were seen to confirm this and we saw that further courses had been booked for staff members around food hygiene and mental health.

We saw that a staff member had been sleeping in when we arrived for our first unannounced visit. They told us that staff now sleep in at the home each night.

Our judgement

The provider was meeting this standard.

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

One person who uses the service told us that they have a yearly review and they felt able to talk to the provider about concerns they had.

Other evidence

The Service user Guide for the service includes the complaints procedure and details of how to contact the Care Quality Commission.

The provider has produced a questionnaire to give to people who use the service, their representatives and other stakeholders. We saw copies of these on file during our visit. Due to the small size of the service, feedback from people who use the service is obtained informally. The provider told us surveys are given to family members and professionals when they visit but the response rate has been low.

Our judgement

The provider was meeting this standard.

The provider had a system in place to assess and monitor the quality of service that people receive.

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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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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