



Review of compliance

Eamonn Francis Friel
Eamonn Francis Friel - 87 Briar Avenue

Region:	London
Location address:	87 Briar Avenue Norwood London SW16 3AG
Type of service:	Care home service without nursing
Date of Publication:	October 2011
Overview of the service:	87 Briar Avenue is a care home that provides accommodation and personal care for up to two people with learning disabilities.

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

Our current overall judgement

Eamonn Francis Friel - 87 Briar Avenue 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, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

One person lives at the home; they have lived at 87 Briar Avenue for over eleven years. They had originally been placed at the home by a family placement scheme. When the scheme closed down the registered provider registered their home as a care home in order to offer continued accommodation, care and support to this person. The person using the service told us that they had lived there for a long time and they considered themselves to be part of the family. They told us they went to a day centre during the week and went out for meals and visited friends in the evenings or at weekends. They told us the registered provider and their partner treated them as part of the family and they were very happy living at Briar Avenue.

What we found about the standards we reviewed and how well Eamonn Francis Friel - 87 Briar Avenue 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 person using the service was having their views and experiences taken into account in the way the service was provided and delivered.

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

The person using the service did not have a care plan however there were needs assessments and risk assessments in place indicating the support the person needed to

make sure their personal, social and health care needs were being met.

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

The registered provider had taken some steps to make sure that that the person using the service was safeguarded from the risk of being abused, harmed and/or neglected. However the registered provider and their partner need to attend training on Safeguarding Adults From Abuse.

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

The person using the service was receiving their medications as prescribed by health care professionals. However the registered provider and their partner need to attend training on the administration of medication.

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

The person using the service had been ably supported for a number of years by the registered provider and their partner. However the registered provider and their partner need to attend appropriate training that will ensure they can support the person using the service in a safe and informed manner.

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

There were a range of systems in place to help monitor the quality of the service. The registered provider planned to use the Care Quality Commission's provider compliance assessments to monitor compliance with the Essential standards of quality and safety.

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. Any regulatory decision that CQC takes 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 lives at the home. They told us they had lived there for a long time and they considered themselves to be part of the family. They told us they went to a day centre during the week and went out for meals and visited friends in the evenings or at weekends. They told us the registered provider and their partner treated them as part of the family and they were very happy living at Briar Avenue.

Other evidence

One person lives at the home; they have lived at 87 Briar Avenue for over eleven years. They had originally been placed at the home by a family placement scheme. When the scheme closed down the registered provider registered their home as a care home in order to offer continued accommodation, care and support to this person.

The registered provider told us that the person using the service was able to express their views about the care and support they receive. They told us that the home is run around the needs of this person; they are treated as a member of their family and afforded the same dignity, respect and privacy as other family members. Their views are always taken into account about how the service is run.

Our judgement

The person using the service was having their views and experiences taken into account in the way the service was provided and delivered.

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

On this occasion we did not speak to people about this outcome area.

Other evidence

The registered provider showed us a needs assessment and risk assessments, December 2009, completed by the person who uses the services care manager and a placement review, November 2010, carried out by a health care professional. The registered provider told us they and their partner provided care and support to the person using the service and took the lead from care managers and health care professionals. They had previously employed the family placement schemes care plans however had stopped using these when they became registered as a care home.

We discussed care planning with the registered provider; they told us they would develop a care plan using the information from the person's needs assessment and placement review. They told us the person who uses the service would be involved in drawing up the care plan.

Our judgement

The person using the service did not have a care plan however there were needs assessments and risk assessments in place indicating the support the person needed to make sure their personal, social and health care needs were being met.

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

On this occasion we did not speak to people about this outcome area.

Other evidence

The registered provider showed us the homes policy and procedure on safeguarding adults from abuse. They also showed a copy of the Pan London Guidance on Safeguarding.

They told us they and their partner had not received training on safeguarding adults from abuse. They showed us information they had received from Croydon Social services about safeguarding including details of how to access training on Safeguarding Adults From Abuse. We advised the registered provider that they and their partner must attend training on Safeguarding Adults From Abuse. See outcome 14 Staffing.

Our judgement

The registered provider had taken some steps to make sure that that the person using the service was safeguarded from the risk of being abused, harmed and/or neglected. However the registered provider and their partner need to attend training on Safeguarding Adults From Abuse.

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

There are minor concerns with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

On this occasion we did not speak to people about this outcome area.

Other evidence

We checked medication administration records; these were up to date and accurate indicating that the person using the service was receiving their medications as prescribed by health care professionals.

The registered provider told us they had administered medication to the person using the service for over eleven years, medication was closely monitored and there had never been an error in the administration of medication. They told us they had never received training on the administration of medication. We advised the registered provider that they and their partner must attend training on the administration of medication. See outcome 14 Staffing.

Our judgement

The person using the service was receiving their medications as prescribed by health care professionals. However the registered provider and their partner need to attend training on the administration of medication.

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

On this occasion we did not speak to people about this outcome area.

Other evidence

The registered provider told us they and their partner provided care and support to the person using the service and took the lead from care managers and health care professionals. The registered provider had completed the Registered Managers Award, National Vocational Qualification Level 4.

The registered provider told us that neither they nor their partner had attended training on Safeguarding Adults From Abuse, the administration of medication, food hygiene, fire safety, moving and handling, health and safety or first aid. We advised the registered provider that they and their partner must attend training on Safeguarding Adults From Abuse, the administration of medication, food hygiene, fire safety, moving and handling, health and safety or first aid.

The registered provider told us that they had not attended training on infection control. We advised the registered provider to obtain a copy of the Department of Health's Code of Practice on the prevention and control of infections and related guidance and employ this at the home.

Our judgement

The person using the service had been ably supported for a number of years by the registered provider and their partner. However the registered provider and their partner need to attend appropriate training that will ensure they can support the person using

the service in a safe and informed manner.

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

On this occasion we did not speak to people about this outcome area.

Other evidence

The registered provider told us they used the previous regulators, the Commission for Social Care Inspections, Annual Quality Assurance Assessment as a quality assurance tool for the home. They last reviewed the service during transition to the Care Quality Commission. The registered provider told us that they planned to use the Care Quality Commission's provider compliance assessments to monitor compliance with the Essential Standards of Quality and Safety.

The registered provider told us they carried out regular health and safety audits and fire alarm system checks.

Our judgement

There were a range of systems in place to help monitor the quality of the service. The registered provider planned to use the Care Quality Commission's provider compliance assessments to monitor compliance with the Essential standards of quality and safety.

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 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<p>Why we have concerns:</p> <p>The person using the service had been ably supported for a number of years by the registered provider and their partner. However the registered provider and their partner need to attend appropriate training that will ensure they can support the person using the service in a safe and informed manner.</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 within 14 days of this report being received.

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

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