Review of compliance

Stephen Clark & Claire Clark
Time to Care

<table>
<thead>
<tr>
<th>Region:</th>
<th>North East</th>
</tr>
</thead>
</table>
| Location address: | Chatton Sandyfords
| | Chatton
| | Chathill
| | Northumberland
| | NE67 5JD |
| Type of service: | Care home service without nursing
| | Domiciliary care service |
| Date of Publication: | February 2012 |
| Overview of the service: | Chatton Sandyfords is located in a rural area about 7 miles from Alnwick in Northumberland. It is registered to provide accommodation for persons who require nursing or personal care. The service accommodates one person and nursing care is not provided. |
Summary of our findings
for the essential standards of quality and safety

Our current overall judgement

Time to Care 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 29 December 2011, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

The person living at Chatton Sandyfords told us they were happy with the care and support they received from staff. This individual had been there for six weeks only. We asked the person several questions about their experience of social activities, food, staff interactions and leisure time to assess whether they were happy there.

They confirmed they were given choices in life although they had concerns about the limits that had been set on going into Newcastle city. The person was aware that this had been agreed and discussed with them and with a multi disciplinary team at the time when they came to live at the home. However the service had made sure the person had a music centre and television in their room as well as a remote control helicopter, which we saw were used and enjoyed. The home allowed smoking outside and this was one of the person's preferred activities.

We saw activities were on offer for example trips out into the local community and to the local sports centre. However these had been declined. Records showed that family visits took place each week. The person said they enjoyed seeing their family and had particularly enjoyed a trip made to see them over Christmas.

Conversations with staff and the person showed that house keeping skills were encouraged. These included putting laundry into the washing machine, making the bed and shopping. Such skills are important as they help to promote independence and will aid this person's future move to a less supported environment. This was reflected in their care plan.
What we found about the standards we reviewed and how well Time to Care 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 provider is compliant with this outcome. The person living at the service was supported to understand their care and treatment and was able to make choices about their lifestyle.

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

The evidence demonstrates the service is compliant with this outcome. The planning and delivery of care is meeting the needs of the person and protecting their welfare.

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

The evidence demonstrates the service is compliant with this outcome. Systems are in place to identify and manage any potential harm within the service.

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

The evidence demonstrated that the provider is compliant with this outcome. The person who uses the service is cared for by staff who have completed up to date training relevant to their role.

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 evidence demonstrates that the provider is compliant with this outcome. Systems are in place for reviewing the quality of the service that take account of the views of people using the service.

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**
We visited the home and talked with the person who lived at the home and some staff. We saw that routines were flexible and the person who used the service had choices offered in how to spend their day.

**Other evidence**
The person living at this service had been placed under specific terms, which meant that there were limitations of their right to make some choices. The placement was made with the agreement of the person and staff were supported by a multi disciplinary team. The manager told us the person who used the service was supported by staff to understand their care and treatment. This enabled them to make choices and take informed risks. The personal preferences of the person including their likes, dislikes and wishes were recorded in an individual support plan.

Staff told us the person was supported to make choices. We saw evidence that they were given choices about their routines, lifestyle and activities, although at times the person did not take advantage of opportunities offered. Staff were aware of the individual support plan and we saw them providing this care and support.

The person's room was personalised and they were encouraged to bring a television,
music centre and other items with them. Routines in the house were organised to suit the person's needs and preferences.

Relatives were invited to visit the home and the person was supported to visit and meet with family and other friends. The staff in the home told us they received training in equality and diversity, privacy and dignity. Staff said they were respectful of the decisions made by the person living in the home and this was seen during the visit.

The person was encouraged to visit local amenities and take an active part in community life. However there was evidence from discussions with staff and the person living in the home that there was little enthusiasm for involvement in the local area. Records showed that there were regular trips out to local towns for shopping and staff continued to encourage the person with offers of stimulating activities.

**Our judgement**
The provider is compliant with this outcome. The person living at the service was supported to understand their care and treatment and was able to make choices about their lifestyle.
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
We visited the home and talked with the person who used the service. We observed that the person looked clean and well cared for. We saw that a good rapport existed between the person and the staff. X appeared comfortable and relaxed.

Other evidence
We looked at the person's support plan during the visit. This had been prepared at the time the person came to live in the service about six weeks before this visit. The plan contained information about the person's needs, their preferences, an individual care plan and detailed risk assessments. These plans were being evaluated as the person settled into the service and they were accurate and up to date. There was evidence the plan was regularly discussed with the person who lived in the home and with their care manager. A formal review was planned to discuss future plans for this person and the manager was involved in contributing information for this.

We saw there was a system and procedures in place for managing identified risks, including how these were reviewed. These were developed with the person who used the service and with other professionals involved with them. Staff were aware and understood the risks and support that the individual needed for a range of activities. We saw staff providing this support. There was evidence from records and discussion with staff that the person's health and welfare was protected by the systems in place for reviewing the individual plan.

Observation of care during the visit showed staff to be attentive towards the person who
lived at the home. Staff could describe how they were aware of the person's needs and they appeared relaxed and comfortable with the care provided.

**Our judgement**
The evidence demonstrates the service is compliant with this outcome. The planning and delivery of care is meeting the needs of the person and protecting their welfare.
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 who used the service told us they felt safe and that the manager and staff would help them with any concerns or worries they had. They also said that they could speak to their care manager or solicitor.

Other evidence
The manager and staff gave us information which showed staff had attended safeguarding of vulnerable adults training. The staff induction programme covered the safeguarding procedures. Staff we spoke with were able to describe the procedures for reporting concerns and they were aware of the organisation's policies. This should ensure staff recognised and acted appropriately to situations that could place people who used the service at risk.

Local Authority safeguarding procedures were available within the home and the home had copies of their own adult protection procedures for staff to access if needed.

Our judgement
The evidence demonstrates the service is compliant with this outcome. Systems are in place to identify and manage any potential harm within the service.
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

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 14: Supporting staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What people who use the service experienced and told us</strong></td>
</tr>
<tr>
<td>We did not ask the person living at the service about staff training.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>A staff training plan was in place and this provided detailed information about planned and proposed training. All staff had completed national qualifications in care. Individual staff records contained evidence of training certificates dated as detailed in the training plan. Staff confirmed that they had appropriate training opportunities provided. Safe working practices training had been provided.</td>
</tr>
</tbody>
</table>

Three staff told us that they received regular supervision and that they felt well supported. The records showed that staff received regular one to one supervision every two months. Staff said there were regular staff meetings and that systems were in place to encourage good communication within the team. They were confident that they could raise issues or concerns and that these would be taken seriously.

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The evidence demonstrated that the provider is compliant with this outcome. The person who uses the service is cared for by staff who have completed up to date training relevant to their role.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Our judgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Our findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>What people who use the service experienced and told us</td>
</tr>
<tr>
<td>The person who lived at the service said that they made their views known to staff. We saw that this was the case.</td>
</tr>
<tr>
<td>Other evidence</td>
</tr>
<tr>
<td>There were systems in place for assessing the quality of the service. These included regular checks of care and medication records, medicines, the premises and any equipment used. There were monthly monitoring visits by the provider and records were available to show these were happening and to show that any action plans were implemented.</td>
</tr>
<tr>
<td>The manager had regular discussion with the person who lived in the service and was aware of their feelings about the placement.</td>
</tr>
<tr>
<td>Our judgement</td>
</tr>
<tr>
<td>The evidence demonstrates that the provider is compliant with this outcome. Systems are in place for reviewing the quality of the service that take account of the views of people using the service.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Document purpose</th>
<th>Review of compliance report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Care Quality Commission</td>
</tr>
<tr>
<td>Audience</td>
<td>The general public</td>
</tr>
<tr>
<td>Further copies from</td>
<td>03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a></td>
</tr>
<tr>
<td>Copyright</td>
<td>Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.</td>
</tr>
</tbody>
</table>

### Care Quality Commission

<table>
<thead>
<tr>
<th>Website</th>
<th><a href="http://www.cqc.org.uk">www.cqc.org.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>03000 616161</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a></td>
</tr>
</tbody>
</table>
| Postal address           | Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA |