

Review of compliance

<p>Pendle Residential Care Limited Pendle View</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>15-17 Chatham Street Nelson Lancashire BB9 7UQ</p>
<p>Type of service:</p>	<p>Care home service without nursing Domiciliary care service</p>
<p>Date of Publication:</p>	<p>July 2012</p>
<p>Overview of the service:</p>	<p>Pendle View is registered to provide care and accommodation for six adults who have mental ill health.</p> <p>Pendle View is two mid-terrace houses located on the outskirts of Nelson, near to local shops. Town centre services are a short distance away and there are good transport links nearby. There is off-street parking at the front of the home.</p>

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

Our current overall judgement

Pendle View 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 10 July 2012, checked the provider's records, 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

At the time of our visit there were four people living at Pendle View. We were able to get two people's views about the service.

People who use the service told us they were happy with the support they received. They had been able to make choices and decisions about their daily lives. Comments included, "It's alright here" and "They look after me". They told us they were given support and advice from the staff about healthy eating and were involved in shopping, planning and preparation of their meals.

People's health and well-being was monitored and appropriate advice and support had been sought in response to changes in their condition. One person told us, "The staff make sure I get my medicines" and "I get weighed every week".

Records and discussions with staff and people who used the service indicated there were opportunities for people to be involved in daily activities of their choice. There were also opportunities to develop skills that would help them to live independently in the future. One person said, "I'm going out today; I decided that's what I want to do. One of the staff is coming with me",

People told us they were happy with the staff team. They said, "Staff are okay" and "They treat me well".

We spoke with two members of staff. They told us they were given the training, development and support they needed to do their jobs properly. Comments included, "We

have a good team" and "I love working here".

What we found about the standards we reviewed and how well Pendle View was meeting them

Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

The provider was meeting this standard. Before people received any care or treatment they were asked for their consent and the provider acted in accordance with their wishes.

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

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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 there were appropriate arrangements in place to manage medicines.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

The provider was meeting this standard. People were cared for by suitably qualified, skilled and experienced staff.

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 effective systems in place to regularly 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 02: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- * Where they are able, give valid consent to the examination, care, treatment and support they receive.
- * Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- * Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

One person who we spoke with told us, "I'm going out today; I decided that's what I want to do. One of the staff is coming with me".

Other evidence

During our visit we looked at two peoples' records. We found there were processes in place to make sure people using the service had enough information about the service and the care and support they needed. They had agreed to any care and support being provided and to any restrictions that were in place. Records showed people had their needs assessed and they had been involved in discussions and agreements about their care.

Staff had access to clear guidance to help them to understand their responsibilities when making decisions for people who were not always able to consent to care and treatment.

Records included information about peoples' preferences and choices which would help staff to support them as individuals. From looking at records and observing interactions we found people who used the service were able to make their own decisions and were supported to take reasonable risks.

Our judgement

The provider was meeting this standard. Before people received any care or treatment they were asked for their consent and the provider acted in accordance with their wishes.

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 spoke with two people. They told us they were happy with the support they received. One person said, "It's alright here" and "They look after me".

Other evidence

Records of care were maintained both on the computer and as paper records. The care plans included useful information about people's likes and dislikes and indicated the care and support they needed. It was clear people were able to take risks and were involved in decisions about their care.

People's health and well-being was monitored and appropriate advice and support had been sought in response to changes in their condition. We found the service had good links with other health care professionals to make sure people received coordinated and effective care.

Records and discussions with staff and people who used the service indicated there were opportunities for people to be involved in daily activities of their choice. There were also opportunities to develop skills that would help them to live independently in the future. People were encouraged to be as independent as possible and take responsibility for their own lives with staff available to offer support as needed.

Most of the care staff had achieved a recognised qualification in care, which would help them to look after people properly. Staff were observed interacting with people in a pleasant and friendly manner and being respectful of people's choices and opinions.

Our judgement

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

One person told us they were given support and advice from the staff about healthy eating and another said they enjoyed the meals.

Other evidence

We were told that people who lived at Pendle View were involved in budgeting, shopping, planning and meal preparation which would give them the skills needed to prepare them for independent living. People who used the service were given support to prepare breakfast, suppers and snacks and were given an allowance to shop for and prepare their own lunches. The main evening meal was agreed and prepared as a group. One person who used the service was developing new menus which, when finished, would be shared and discussed with the other people in the house.

Assessments of any nutritional risks were kept under review, weights were monitored and appropriate advice and action taken as needed. Special diets were catered for to ensure people's nutritional, religious and cultural needs were met. Daily records indicated people were provided with a varied and nutritious diet that met with their dietary requirements and personal choices.

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, "The staff make sure I get my medicines".

Other evidence

There were clear procedures to support staff with the safe management of people's medicines. All staff who had responsibilities for managing medicines had received appropriate training and supervision.

We looked at people's medication records. Appropriate arrangements were in place in relation to obtaining, recording, administration and disposal of medicines. During the visit we were concerned that the medication fridge was not lockable. However alternative secure storage was in place by the end of the visit.

People who used the service were unable to manage their own medicines and had given the responsibility to staff. Assessments were in place to support this.

Our judgement

The provider was meeting this standard. People were protected against the risks associated with medicines because there were appropriate arrangements in place to manage medicines.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

Two people who we spoke with told us they were happy with the staff team. One person said, "Staff are okay and "They treat me well".

We spoke with two members of staff. They told us they were given the training, development and support they needed to do their jobs properly. They told us they had received a full induction and received regular supervision and refresher training. Both staff told us they enjoyed working at the home. Comments included, "We have a good team" and "I love working here". We were told the management team were supportive.

Other evidence

During our visit we looked at two staff records and found a safe and fair recruitment process had been followed. All the required checks were in place before new staff started working at the service.

All staff were issued with a job description, a contract, a code of conduct and an employee handbook so they were aware of their role and responsibilities. They had been given appropriate induction, training and support to ensure they had the skills and knowledge to identify and respond to peoples' changing needs.

Our judgement

The provider was meeting this standard. People were cared for by suitably qualified, skilled and experienced staff.

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 used the service told us they would speak to staff if they had any problems.

Other evidence

People were able to share their views and opinions about the service by making suggestions, taking part in service satisfaction surveys and 'resident' meetings and from day to day discussions with staff and management. This allowed them to influence how the service was run. A recent survey indicated people were mostly 'satisfied' with the service they received and areas for improvement had been noted.

The provider took account of complaints and comments to improve the service. People were given information about how to make a complaint and how to raise any concerns about the service. People who used the service were also able to raise any concerns during their one to one reviews. There had been no recent complaints about this service.

The organisation had achieved the Investors In People award. This was awarded by an external independent accrediting body that monitored the day to day management of the home and the training and development of staff. The results of the report were used to improve the service.

There were effective systems in place to monitor all aspects of the service which would help to identify any risks of non compliance with the regulations.

Our judgement

The provider was meeting this standard. The provider had effective systems in place to regularly 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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	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.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA