

Review of compliance

Crownwise Limited Crownwise Limited - Streatham Common South	
Region:	London
Location address:	22 Streatham Common South Streatham London SW16 3BU
Type of service:	Care home service without nursing
Date of Publication:	July 2011
Overview of the service:	22 Streatham Common South provides accommodation and personal care for up to 7 adults with mental health needs. The home is located in a residential area close to shops and public transport networks.

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

Our current overall judgement

Crownwise Limited - Streatham Common South 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 19 July 2011, checked the provider's records, 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

We spoke to three of the six people who were using the service and all said that they were comfortable in the home, that staff were caring and helpful and that the meals were good. One person told us that staff helped him by reminding him about his appointments and by going to the hospital with him. Another person told us that the staff were good and that if he wanted to raise any issues he felt able to talk to the staff and to the manager and that they have responded well to him. He told us that staff have respected his privacy and that they talk to him politely.

What we found about the standards we reviewed and how well Crownwise Limited - Streatham Common South 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 who live at the home are valued and respected. Staff become familiar with individual needs, and understand the importance of monitoring their welfare.

Overall we found that 22 Streatham Common South was meeting this essential standard.

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

People have experienced a person centred service that considers and provides for their

health, personal and social care needs. A good relationship between staff and health professionals promotes coordinated services, and achieves best outcomes for people. Ongoing monitoring and reviewing of care needs has encouraged the prevention and early detection of ill health.

Overall we found that 22 Streatham Common South was meeting this essential standard.

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

The home has procedures designed to help protect vulnerable people and keep them safe from harm. Staff awareness, training and skills ensure that they are aware of safeguarding procedures and follow the recommended guidance.

Overall we found that 22 Streatham Common South 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 who live at the home receive care from qualified, well trained and well supported staff.

Overall we found that 22 Streatham Common South 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

People are consulted about the quality of the service delivered and ongoing monitoring takes place to identify areas that need improvement.

Overall we found that 22 Streatham Common South 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

When we visited the service we saw that the people using the service were regularly consulted about aspects of both communal home life and their own care and support arrangements. For example, we saw that people had been sent monthly questionnaires and their answers had prompted changes in meal times, menus and activities. People had met with their appointed key worker on a regular basis to discuss their care and support and any other issues that they wished to raise.

Other evidence

The provider told us that they have assured themselves to be fully compliant with this essential outcome area. When we visited the service and looked at the written plans that were in place to record people's individual care and support needs, we saw that people had been involved in developing their plans with their keyworkers and they had signed their plans as evidence of their agreement. People we spoke to told us of their care and support needs and these matched the needs described in the plans, for example, support with personal care and budgeting. People also sign an occupancy agreement and receive a written guide about the service when they first move to the home.

Our judgement

People who live at the home are valued and respected. Staff become familiar with individual needs, and understand the importance of monitoring their welfare.

Overall we found that 22 Streatham Common South 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

We spoke with three of the six people living in the home and all told us that they were satisfied with the service and the care and support they receive from staff.

We heard from the manager of the regular blood pressure and weight checks carried out by staff. We also heard of signs of mental ill health for one person and of the swift action taken to seek medical help.

A relative told us of their satisfaction with the service which they described as excellent.

Other evidence

The manager explained that each person sees a range of appropriate healthcare services and they have a choice of GP services to sign up with. In addition to general healthcare like dentistry and chiropody people were also seeing specialists in line with their individual needs, for example input from community based psychiatric nurses. We spoke with one of the visiting nurses who told us that they had no concerns about the care and welfare of the people using the service.

Our judgement

People have experienced a person centred service that considers and provides for their health, personal and social care needs. A good relationship between staff and health professionals promotes coordinated services, and achieves best outcomes for people. Ongoing monitoring and reviewing of care needs has encouraged the prevention and early detection of ill health.

Overall we found that 22 Streatham Common South 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

People we spoke to said they felt safe in the home and would talk to staff if they had any worries or concerns or a suspicion that someone was being abused.

Other evidence

The provider has assured themselves that they are fully compliant with this essential standard and supplied us with information about the systems and audits in place to protect people from abuse, for example, how people are assisted to manage their money and financial affairs.

The manager told us that all staff attend mandatory training about safeguarding procedures and a copy of the local authority safeguarding procedures were available for staff reference. Further training is scheduled to increase staff awareness of the Mental Capacity Act and Deprivation of Liberty Safeguards.

Our records show that there had been one safeguarding investigation in 2010 when a person went missing and the staff failed to notify the person's social worker. The manager had been on leave at the time and it was deemed an oversight as the police and next of kin had been informed. The person had subsequently returned safely to the home. The manager told us that he has strengthened reporting procedures as a result. Our records show that the staff have been making appropriate notifications to all concerned authorities.

Our judgement

The home has procedures designed to help protect vulnerable people and keep them safe from harm. Staff awareness, training and skills ensure that they are aware of safeguarding procedures and follow the recommended guidance.

Overall we found that 22 Streatham Common South 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 told us that the staff were caring and kind and helped them if they were feeling unwell or needed assistance to manage their affairs.

A relative praised the staff and the manager for the caring, understanding environment and for the good rapport they maintained with people using the service.

Other evidence

The provider has assured themselves that they are fully compliant with this essential standard and supplied us with information about the systems in place to provide staff with appropriate support. These include regular team meetings, staff supervision and appraisal and a training program.

Staff told us that they felt supported by the home manager and always feel able to seek advice and support when they needed to. The manager and provider provide on call support out of office hours.

Our judgement

People who live at the home receive care from qualified, well trained and well supported staff.

Overall we found that 22 Streatham Common South 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

We saw that people were sent surveys requesting their views about aspects of the running of the home and the outcomes of these surveys were taken into account in the way that the service was planned.

Other evidence

The provider has assured themselves that they are fully compliant with this essential standard and supplied us with information about the systems and audits they have in place to enable them to quality assure the service. These systems include audits of health and safety and of care and risk records.

When we visited the service we saw that the provider visits the home regularly and does unannounced visits, including night visits, to monitor how the service is being run and how people are being cared for. We saw that the reports resulting from these visits were detailed and available to the manager and staff, with action plans put in place for any shortfalls identified.

Our judgement

People are consulted about the quality of the service delivered and ongoing monitoring takes place to identify areas that need improvement.

Overall we found that 22 Streatham Common South 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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