

Review of compliance

<p>Parkcare Homes Limited Wingfield Road</p>	
<p>Region:</p>	<p>South West</p>
<p>Location address:</p>	<p>22 Wingfield Road Trowbridge Wiltshire BA14 9ED</p>
<p>Type of service:</p>	<p>Care home service without nursing</p>
<p>Date of Publication:</p>	<p>November 2011</p>
<p>Overview of the service:</p>	<p>Wingfield Road provides care and support to five younger adults with learning disabilities, some of whom may have autistic spectrum disorder. The provider is Parkcare Homes Limited, a national provider of different types of care services.</p>

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

Our current overall judgement

Wingfield Road 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 20 October 2011, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

People told us that they liked living at Wingfield Road. We saw that people were well supported by members of staff who understood their needs.

People were supported to be independent and look at new and interesting things to do. Detailed care planning meant that people's progress was being monitored.

People's health and well being needs were being met and monitored with support and advice from healthcare professionals.

Members of staff had good access to training and were well supported by management.

What we found about the standards we reviewed and how well Wingfield Road 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 benefit from being included in care planning and decision making. Members of staff understand how to support people to try new things and develop independence.

Overall, we found that Wingfield Road was meeting this essential standard.

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

People's care and support needs are being met through detailed assessment and care planning.

Overall, we found that Wingfield Road was meeting this essential standard.

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

Systems are in place to make sure that everyone knows that abuse is not tolerated. Members of staff know what to do in order to protect people from abuse.

Overall, we found that Wingfield Road 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 benefit from members of staff who are well supported by management. Regular training means that members of staff can keep up to date with current good practice.

Overall, we found that Wingfield Road 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

The manager makes sure that continual quality audit of the service means that things can be improved for people's benefit.

Overall, we found that Wingfield Road 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

People told us they were happy living at Wingfield Road. They showed us their weekly programmes and told us about the holiday they had planned. One person told us that they planned their week with their keyworker. The programme took into account social activities as well as things that the person was doing as part of their goal planning. The person told us how everyone got together every week to decide on things they wanted to do together and on their own, with support from members of staff.

People were encouraged to be independent. Care plans identified how people were preparing for a more independent lifestyle. People were developing short and long term goals with staff support. People had a weekly meeting with their keyworker to discuss and compile an action plan showing who else would be involved in them achieving the particular goal. Care plans set out different steps which people needed to look at in achieving these goals. Members of staff did written analysis of each activity which people were involved in. This showed the benefits people had found and where further development was needed. People were involved in risk management assessments for different things they were doing.

We saw members of staff engage with people and explain what was happening and planning for that day. Members of staff had a good understanding of the needs of

people with Autism.

The manager told us that she had held a training session for people about their rights under the Human Rights Act 1998. There were information leaflets in the hallway. The manager said that she hoped to provide e-learning so that people could train in other things. The manager told us that the service was registering with ASDAN (an educational awarding body) so that people could be accredited in skills for learning and life skills. A member of staff would be the co-ordinator for this award.

People who lived on the first floor had ensuite toilet and shower rooms. There was a living area which included a sitting room and kitchen. People on the second floor shared a bathroom with toilet and a living area with kitchen. The third floor had a small flat with bedroom, living area and bathroom. One person showed us their bedroom which they had personalised. They showed us their weekly programme with times for cleaning their bedroom and doing their laundry and other domestic tasks. They said they had their own food budget. They planned when they were going to shop and cook their meals with staff support. The manager showed us a pictorial menu and shopping list format that some people used. It was set out so that people could find different items in different sections of a local supermarket. The manager said that some pictorial signs had been placed in some of the kitchens, because people liked to have visual prompts when they were using the kitchen.

The manager told us that she had held healthy eating training sessions with people who used the service and members of staff. People weighed themselves each month and recorded how much they had gained or lost.

There was a minibus for people to go out and about. People also liked to use public transport. Some of the activities included: going to college, swimming, shopping, going to the library, going for walks, going to the pub and to local towns on market day. People took part in assessments for road safety awareness.

Males who used the service could be supported by male staff because there was a male staff on every shift, including during the night. The manager told us that she was discussing the gender working policy as part of care planning training.

Other evidence

One person showed us the fire precautions and explained what should happen if the fire alarms sounded. They said that people took it in turns each week to visually check the fire safety equipment. They showed us the log where all the checks were recorded.

People invited us to the house meeting. Members of staff encouraged people to talk about things they wanted to do. Everyone was included in the conversations. Members of staff made sure that people didn't necessarily have to make decisions at the meeting as they could discuss things in more detail with their keyworker. Members of staff reviewed with people what had been achieved at previous meetings.

Our judgement

People benefit from being included in care planning and decision making. Members of staff understand how to support people to try new things and develop independence.

Overall, we found that Wingfield Road 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

People's care plans were very detailed and set out how people were supported to live independently. People were encouraged to be independent with personal care. The pictorial daily report sheets identified different areas of people's care and support need, for example, personal care routines, medicines, activities, household tasks, food intake and night time record. Positive outcomes, people's progress and staff interventions were recorded in good detail.

Everyone had a pictorial health action plan, developed following an initial assessment. People's medical history was taken into account. The plans identified how people expressed pain, with guidance on how to reduce or eliminate the pain. People were supported to attend medical appointments. The manager gave us an example where one person had successfully managed to improve their wellbeing and eliminate a condition, through support with changing habitual behaviours. The occupational therapist and speech and language therapist had assessed people's sensory profile and given guidance in developing sensory plans. This meant that that some people could benefit from different activities, for example, different walking routes for different outcomes for the person, or experiencing different textures in foods.

The manager told us that as part of the steps to independence, medicine cabinets had been installed in people's bedrooms. People would be encouraged to gradually take control of managing their medicines with staff support. The manager told us about the monitoring stages that she had developed to ensure that people would be supported to achieve this goal at their own pace.

The manager told us that she planned to meet with parents to discuss the Mental Capacity Act 2005, capacity, consent and access to advocates.

Other evidence

Both bedrooms on the ground floor were wheelchair accessible. Front and rear access was flat or via a ramp.

People had members of staff available at the times that they needed. We saw that people had a minimum of three members of staff on duty during the waking day. A member of staff was allocated to each floor with some members of staff allocated to work with people on a one to one basis during the waking day. At night there was a waking night staff and a member of staff sleeping in the building.

Our judgement

People's care and support needs are being met through detailed assessment and care planning.

Overall, we found that Wingfield Road 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

We asked members of staff about safeguarding people from abuse. They told us about the company procedure for reporting allegations or observations of abuse. They also told us about the local procedure and booklet entitled No Secrets in Swindon and Wiltshire. The manager said that people who used the service had attended a session to look at abuse and how to tell staff when things went wrong. The company's complaints and whistleblowing procedures were on the notice boards, along with safeguarding information.

Members of staff were trained in the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards. If anyone was subject to a Deprivation of Liberty Safeguarding authorisation, their care plan was compiled with input from their care manager, Independent Mental Capacity Advocate, psychologist and other healthcare professionals. An authorisation does not necessarily mean that people cannot go out and about.

The manager told us that restraint was never used. She said that there had been very few incidents or accidents since people moved in, because staff were aware of what caused some people to be anxious. She went on to say that all members of staff had received training in managing behaviours and de-escalation. Members of staff filled out observation sheets where they recorded triggers for anxiety and behaviours and what actions had been taken to support the person to understand the situation. There were pictorial cards that people could choose to express how they were feeling with colour codes to show the intensity of their feelings. The occupational therapist and speech

and language therapist were involved with supporting staff to look at links to each person's response to events and how Autism affected people's responses.

Other evidence

People were supported to manage their money. There were pictorial money management plans with details of what money they had and how they had spent it. People had been saving up to go on holiday.

Our judgement

Systems are in place to make sure that everyone knows that abuse is not tolerated. Members of staff know what to do in order to protect people from abuse.

Overall, we found that Wingfield Road 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

We asked members of staff about working at Wingfield Road. One member of staff told us that they had had a thorough induction into the work. To begin with they had shadowed a more experienced member of staff. They said they had a diploma in child care and the Learning Disability Qualification. They told us that they had regular supervision and that staff meetings were held every month. The agenda for the next staff meeting was available on the notice board for members of staff to add their items. The member of staff told us that they were up to date with mandatory training, including Autism awareness, fire prevention, first aid, food hygiene, safe administration of medicines and moving and handling. They told us about other training they had received recently including: the Mental Health Act 2005, Deprivation of Liberty Safeguards, managing behaviours, epilepsy, safeguarding and Makaton, a communication often used by people with learning disability. They said that the training opportunities were very good and that Wingfield Road was a 'lovely' place to work. Another member of staff said that it was a good atmosphere to work in and that everyone was 'open and helpful'. Training in health action plans was planned for the following day.

Members of staff told us that they had been to other services run by the company to attend specialist training in Autistic Spectrum Disorder. The company had an Autism specialist who also provided training. Members of staff had received training in mental health.

The manager and deputy manager operated an on call system so that members of staff had support for 24 hours a day. Members of staff could also contact relevant staff

within the company to discuss anything they wanted. Members of staff told us that the area manager and regional manager regularly visited the service to speak with everyone.

Each member of staff had a delegated area of responsibility, such as weekly audits of people's medicines and the lead for infection control.

Other evidence

The manager told us that applicants for posts were invited to the service to meet people living there before being interviewed. People's feedback was taken into consideration as part of the selection process.

Our judgement

People benefit from members of staff who are well supported by management. Regular training means that members of staff can keep up to date with current good practice.

Overall, we found that Wingfield Road 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

The manager showed us her quality assurance audits, looking at different areas of the service each month, such as risk management, slips, trips and falls a review of the environment. The manager had a list on the office wall showing outstanding actions and progress reports. The manager talked about the plans to improve the grounds so that people had a patio area and their own personal vegetable patch. The manger had sought estimates for some of the works to be carried out. The handyman was addressing some of the work, for example, refurbishing the shed.

The manager said that the company also carried out a yearly audit of the service. This involved sending questionnaires to those involved with the service and a visit to the service. The manager was sent an action plan following the audit. The action plan was reviewed with the area manager at the monthly visits.

Other evidence

The manager said that she shared her audits and the company action plan with members of staff at the monthly meetings.

Our judgement

The manager makes sure that continual quality audit of the service means that things can be improved for people's benefit.

Overall, we found that Wingfield Road 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
Audience	The general public
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