

Review of compliance

<p>Parkcare Homes Limited Aire House</p>	
<p>Region:</p>	<p>Yorkshire & Humberside</p>
<p>Location address:</p>	<p>6 Westcliffe Grove Harrogate North Yorkshire HG2 0PL</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>Aire House is owned by Parkcare Homes limited. It is registered to provide accommodation and personal care for up to 8 people. It provides this service for people with a learning disability. It is close to Harrogate town centre.</p>

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

Our current overall judgement

Aire House 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 because concerns were identified in relation to:

- Outcome 01 - Respecting and involving people who use services
- Outcome 04 - Care and welfare of people who use services
- Outcome 07 - Safeguarding people who use services from abuse
- Outcome 10 - Safety and suitability of premises
- Outcome 13 - Staffing
- Outcome 16 - Assessing and monitoring the quality of service provision

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 6 October 2011, carried out a visit on 14 October 2011, 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

People using the service told us that they were involved in decisions about their care and day to day living. For example, people said they were asked about where they wanted to go; what they wanted to do; what they wanted to eat, they also said they were free to decide when they wished to get up and go to bed. People told us they felt 'supported well and looked after' and 'liked' living at Aire House. One person said, "The staff stop what they are doing to listen to me when I am upset or need to talk." People told us they felt 'safe' and that they could talk to staff if they needed help or report anything. People said they received the care they needed and did not feel 'under pressure' to do anything they did not want to do. They said staff were 'kind and good' and gave them enough time to receive the care they needed. People told us that they were asked about the service they were getting and felt able to raise issues with the staff if they wanted something changing.

What we found about the standards we reviewed and how well Aire House 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

Within their individual capacity, people understand the care, treatment and support choices available to them. They can express their views and are involved in making decisions about their care, treatment and support. Their privacy, dignity and independence are respected and their views are taken into account in the way the service is provided and delivered.

Overall, we found that Aire House was meeting this essential standard.

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

Care needs are assessed and plans of care address individual needs so that people receive effective, safe and appropriate care and support

Overall, we found that Aire House was meeting this essential standard.

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

People are protected from abuse, the risk of abuse and their human rights are respected and upheld.

Overall, we found that Aire House was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People live in a safe and accessible house that promotes their wellbeing. However, some improvements are needed to some floorcoverings to maintain this outcome.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People are safe and their health and welfare needs are met by a sufficient number of appropriate staff.

Overall, we found that Aire House 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 benefit from safe quality care due to effective, consistent decision making and the management of risks for people's health, welfare and safety.

Overall, we found that Aire House was meeting this essential standard.

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. When we propose to take enforcement action, our decision 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

People using the service told us that they were involved in decisions about their care and day to day living. For example people said they were asked about where they wanted to go; what they wanted to do; what they wanted to eat; they also said they were free to decide when they wished to get up and go to bed. Staff were seen giving people time to make decisions and engaged with them in a friendly and encouraging way, which preserved their dignity and involved them as much as possible.

Other evidence

We looked closely at the care records relating to three people. Plans of care showed that people are consulted over their care and where possible people using the service sign to agree their own records. Relatives or other advocates are involved, where a person lacks capacity or understanding, and efforts are made to interpret people's wishes from personal histories. Staff told us they had been trained to involve people in their care and to ask about preferences in day to day living. They said that they worked hard to encourage people to maintain their independence and to give people time to achieve daily living tasks, with support where needed. Each person living at Aire House is allocated a designated worker, called a 'key worker' who is responsible for the overall care of the person, including reviewing their plan of care and making sure they are supported to live the life they wish within the best interests framework.

Our judgement

Within their individual capacity, people understand the care, treatment and support choices available to them. They can express their views and are involved in making decisions about their care, treatment and support. Their privacy, dignity and independence are respected and their views are taken into account in the way the service is provided and delivered.

Overall, we found that Aire House 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 told us they felt 'supported well and looked after' and 'liked' living at Aire House. One person said, "The staff stop what they are doing to listen to me when I am upset or need to talk." On arrival at Aire House, people using the service were about to leave to attend a day centre locally. We arranged to meet them at the day centre later in the day, to talk about their experiences and seek views on the care they receive. Whilst waiting for their transport we observed staff interacting with people, in a way which suggested care needs were well understood and that there was a good rapport between them all. We saw staff assisting people in a helpful, respectful and supportive way. One member of staff was accompanying someone on a 'home visit' and was seen talking to and preparing them for the day. It was clear that the person benefited from this interaction.

Other evidence

All of the plans of care we looked at had a recent assessment of care needs on file and the plans of care had been developed from these. Care plans contained consideration of all areas of each persons care, including their understanding and advice from other professionals such as community psychiatric nurses. This ensured that staff had the information needed to offer appropriate care. Plans of care were written in plain English, were easy to understand and considered what was important to each individual. This encouraged staff to respond to people in a person centred way. For those people whose understanding was limited, an assessment of mental capacity and any best interest decisions were documented. This ensured that people's wishes were represented and acted on as appropriate. The records detailed people's social and

recreational needs, to allow staff to have a holistic approach.

Daily notes recorded whether people had been interacting with others, whether they had received visitors, their mood and physical well being. This helped build a picture of each person, which staff said was useful when reviewing care. People have a dedicated member of staff, a 'keyworker' who is responsible for carrying out reviews and making sure they are supported to live the life they wish within the best interests framework.. Staff said they used the plans of care as a guide in offering assistance, and that they involved families, social and health care professionals in reviews, to ensure that the home consulted the people who knew each person best.

Plans of care were reviewed as required, which meant that staff could respond to changing needs. Risk assessments were relevant, specific to each individual and updated regularly. GP and other health care professional visits were recorded, so that staff were informed about ongoing health issues and could take health professional views into consideration when reviewing care.

Our judgement

Care needs are assessed and plans of care address individual needs so that people receive effective, safe and appropriate care and support

Overall, we found that Aire House 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 told us they felt 'safe' and that they could talk to staff if they needed help or report anything. People said they received the care they needed and did not feel 'under pressure' to do anything they did not want to do. People told us that they were asked about the service they were getting and felt able to raise issues with the staff if they wanted something changing.

Other evidence

Staff said they had received abuse awareness training. They could say what they would do if they suspected abuse and what the manager of the home would do to ensure the person was protected and the correct authorities informed. The manager could demonstrate that she had dealt with safeguarding information appropriately and that people living at the home had been protected. Records confirmed that staff had received safeguarding training. This meant that they understood how to deal with situations where a skilled approach was needed, to make sure people were kept safe. The home has updated risk assessments, for those people who may be vulnerable, and this gives clear instructions for staff to know how best to protect people and kept them safe from potential harm.

Our records showed that the home had reported incidents to us, and the local authority, in line with their policy on safeguarding and protecting people from abuse.

Our judgement

People are protected from abuse, the risk of abuse and their human rights are

respected and upheld.

Overall, we found that Aire House was meeting this essential standard.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

There are minor concerns with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People told us they liked the house and their own bedrooms. They said staff helped them to make their rooms comfortable, homely and individual to them.

Other evidence

We looked around the premises. The home was clean and tidy. The general repairs are carried out by a member of maintenance staff and other more specialised work is undertaken by external contractors. All cleaning materials are locked away, however people living in the service are supported to do some of their own cleaning and this is well managed.

Most flooring was well maintained, however, three areas, identified to the area manager, were in need of replacement due to staining or damage and one set of curtains needed rehung. People told us they had a choice of bath or shower and that they did not experience any difficulties accessing these areas. Staff told us they were responsible for keeping the house clean and tidy and worked with people living in the service to do this.

The grounds were well maintained and the outside of the building was smart. Staff said they did not park in the grounds and usually kept their cars on the road outside.

Our judgement

People live in a safe and accessible house that promotes their wellbeing. However, some improvements are needed to some floorcoverings to maintain this outcome.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People said they felt there were sufficient staff around to make sure they were care for properly. They said staff were 'kind and good' and gave them enough time to receive the care they needed.

Other evidence

Staff told us the home operated a rota which made sure there were enough staff on duty at all times to meet people's individual needs. They said there was a good ratio of staff particularly in the evening and during weekends, when most people were at home. We looked at the rotas and found the numbers of staff on duty was maintained as described and although there were a significant number of bank staff being used, these were regarded as 'permanent' staff due to the frequency and consistent way they were deployed.

The night staff told us that they were rarely called upon during the night and that if people were unwell or needed additional support, then extra staff were provided to cover this.

Our judgement

People are safe and their health and welfare needs are met by a sufficient number of appropriate staff.

Overall, we found that Aire House 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

People said they thought the home was well run and that staff were organised. People gave examples of how they had asked for a change, for example, with the choices of menu available at teatime, and this had been listened to and acted on, after consulting other people using the service.

Other evidence

Staff told us that there were systems in place to gather information to monitor and evaluate the quality of care and services provided. Staff said they are keen to improve the service for people living at Aire House and explore ways of doing this through research and sharing good practice. Staff said they were supported by their senior managers and internal audits were planned.

Our judgement

People benefit from safe quality care due to effective, consistent decision making and the management of risks for people's health, welfare and safety.

Overall, we found that Aire House was meeting this essential standard.

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 15 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 10: Safety and suitability of premises
	<p>Why we have concerns: People live in a safe and accessible house that promotes their wellbeing. However, some improvements are needed to some floorcoverings to maintain this outcome.</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 to us within 14 days of the date that the final review of compliance report is sent to them.

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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