

Review of compliance

Disabilities Trust Hollyrood	
Region:	South East
Location address:	Buxshalls Hill Ardingly Road Lindfield West Sussex RH16 2QY
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	Hollyrood provides residential care for adults with autism, supporting people with complex behavioural communication and social needs. On the site there are 4 units which provide support for up to 24 service users. The provider of the service is The Disabilities Trust, and the registered manager is Mrs Susan Stopa.

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

Our current overall judgement

Hollyrood 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.

What people told us

In surveys people said that they were offered choices and made their own choices. People thought the care was good, that they felt safe and had good relationships with staff.

What we found about the standards we reviewed and how well Hollyrood 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 were involved in the decisions about the care provided. Care was based on their individual needs and preferences. People who used the service were treated with respect.

Overall, we found that Hollyrood was meeting this essential standard.

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

The planning and delivery of care was meeting the needs of people being supported and ensuring their welfare and safety.

Overall, we found that Hollyrood was meeting this essential standard.

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

People felt safe using the service. Staff were trained and able to respond appropriately to

any actual or suspected abuse that occurred.

Overall, we found that Hollyrood was meeting this essential standard.

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

Effective recruitment procedures which help protect the people being care for were being followed.

Overall, we found that Hollyrood was meeting this essential standard.

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

The service had systems in place to ensure staff received the necessary training and support to care for people who use the service. Staff had regular supervision and appraisals to support them in their role.

Overall, we found that Hollyrood 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 provider has ensured that people who use the service were safe. The quality of care provision was monitored and improvements were made when concerns were raised.

Overall, we found that Hollyrood 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

Comments recorded in the service user survey carried out by Hollyrood in summer 2011 included "although my activities are structured and I have routine, I can choose where I go for my walks and I am encouraged to be as independent as possible", and "I go where I want to go and I can choose my menu and shop, cook and eat which I like".

Other evidence

At our inspection staff gave us examples of how people living at Hollyrood and being supported to become more independent and develop their independent living skills.

One recorded example of this was of people in one house arranging to cook spaghetti bolognese together.

While visiting the houses and meeting some of the people living at Hollyrood, we observed that people were being treated with respect and courtesy and that their choices and privacy were being supported.

Our judgement

People were involved in the decisions about the care provided. Care was based on their individual needs and preferences. People who used the service were treated with

respect.

Overall, we found that Hollyrood 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

The service user survey carried out in summer 2011 indicated that generally people felt the care provided was good and that they felt safe at Hollyrood. Their recorded comments included "I don't do many activities but staff so their best to offer me support and motivate me", and "I have built up good relationships with staff".

Other evidence

At our inspection the registered manager Mrs Stopa told us that one of the recent improvements at the service had been ensuring that people living at Hollyrood are fully supported to contribute to multi-disciplinary meetings on their care, and that they have greater input into their care planning.

Staff we spoke to also gave us examples of how people have been supported to achieve their goals such as particular holidays – which for one person included choosing their support workers for the holiday and the things they would be doing on the holiday.

Mrs Stopa told us that the involvement of a new speech and language therapist has assisted in the updating of care plans and individual guidelines for communication. An example was given of how this has assisted one person to develop coping skills which they believe will lead to less self-injury.

We spoke to staff in the day centre, and found that people have their own activities boxes, and have access to activities such as sailing, horse riding, swimming, cycling,

music therapy and trampolining. Facilities include sensory rooms, computers, cooking facilities and arts and crafts.

Activities plans sampled showed that people are being supported to access things they enjoy doing and continue their education.

We sampled three sets of care plans, and found that care plans were setting out in detail how the person prefers their care to be provided and provide clear guidelines for staff in meeting the person's care needs.

Care plans also include information on the goals the person has achieved, and goals which they still wish to achieve.

Our judgement

The planning and delivery of care was meeting the needs of people being supported and ensuring their welfare and safety.

Overall, we found that Hollyrood 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's comments in Hollyrood's summer 2011 service user survey indicates that they feel safe, and included "I feel safe and well supported".

Other evidence

Referrals made by the service and investigations undertaken by them into allegations indicate that they have taken appropriate action when concerns have been raised.

At our inspection we discussed recent referrals with registered manager Mrs Stopa, and updates on these were given.

Notifications received by the Commission from the service indicate that appropriate action is taken to safeguard people living at the service when incidents occur.

The communication abilities of people vary, and it is noted in the summer 2011 service user survey that some people are able to let staff or family know about their concerns, and some people would rely on staff being able to observe changes in behaviour to indicate that there was a problem.

Care plans sampled indicated that detailed prompts on observing and responding to changes in the individual's behaviour are provided for staff.

All staff responding to Hollyrood's 2011 staff questionnaire said if they saw something that made them uncomfortable or worried at work they would report it.

Our judgement

People felt safe using the service. Staff were trained and able to respond appropriately to any actual or suspected abuse that occurred.

Overall, we found that Hollyrood was meeting this essential standard.

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

We noted no comments concerning this outcome.

Other evidence

We sampled the recruitment records for three care staff who had begun work at Hollyrood in the past year.

We found that the required checks and references had been obtained for all three staff before they commenced work at Hollyrood,

These checks help ensure that the member of staff is safe to work with the people they are providing care for.

Our judgement

Effective recruitment procedures which help protect the people being care for were being followed.

Overall, we found that Hollyrood 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 noted no comments concerning this outcome

Other evidence

The report of the 2011 staff questionnaire indicates that regular supervision arrangements are in place for staff.

Responses in the staff questionnaire indicate that staff believe they have the skills to improve people's communication skills, to understand their behaviour, to expand people's experiences and opportunities, and encourage independence in their lives. Other comments in the report included "I think I help my service users to have a happy life".

Senior staff we spoke to said that some training was seen as more relevant to staff working in individual houses at Hollyrood where particular skills were needed – for example skills in diabetes care, and epilepsy care.

Training records sampled at our inspection told us that recent training for staff provided at Hollyrood has included moving and handling, nutrition and diet, risk assessment, medication, communicating in makaton, and supportive interventions (CALM).

Staff we talked to said that recent training which they had found helpful included the CALM training, safeguarding, and new medication training which included more about the medication being administered.

We spoke to staff in the day centre and found that staff there come with skills such as pottery and ceramics, but also do the same training as the main staff group which includes makaton and communication skills.

Monthly visit records by the provider tell us that most staff supervision is up to date, and staff we talked to told us that regular staff supervision was taking place.

Our judgement

The service had systems in place to ensure staff received the necessary training and support to care for people who use the service. Staff had regular supervision and appraisals to support them in their role.

Overall, we found that Hollyrood 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 report of the questionnaire survey carried out by the service in the summer of 2011 indicated that people living at Hollyrood are asked for their views and suggestions and gives examples of how their views are influencing improvements being made.

Other evidence

The service has continued to seek improvements to how care is planned and delivered, and to the involvement of people living at Hollyrood in how the home is run.

As an example of improvements made that have taken peoples' views into account, Mrs Stopa advised us that it has encouraged one person to play the piano more by moving the piano to a room the person finds more comfortable.

At our inspection we sampled recent complaints recorded by the service, which told us what investigation had been undertaken, any action resulting, and the feedback given to the complainant.

We also sampled the reports of the provider visits dated 11/8/11 and October 2011, which refer to issues the managers wished to be progressed.

Other quality audits which we sampled during our inspection included a medication audit dated 11/8/11, an infection control audit dated August 2011, and an involvement/ participation audit dated August 2011.

These audits indicated that managers were identifying areas of the service in which improvements could be made, and monitoring if these were being addressed.

Our judgement

The provider has ensured that people who use the service were safe. The quality of care provision was monitored and improvements were made when concerns were raised.

Overall, we found that Hollyrood 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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