

Review of compliance

Sense SENSE The Manor House	
Region:	East Midlands
Location address:	72 Church Street Market Deeping Lincolnshire PE6 8AL
Type of service:	Care home service without nursing
Date of Publication:	April 2012
Overview of the service:	Manor House is one of 61 Locations registered by Sense. The location is registered to provide "Accommodation for persons who require nursing or personal care, with Learning disabilities or autistic spectrum disorder and sensory impairment." For up to Seven people between 18 and 65 years of age. Located in Market Deeping

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

Our current overall judgement

SENSE The Manor House 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 31 January 2012, checked the provider's records, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

In view of the communication needs of the people who use the service, we relied on observations between the staff and people who use the service, information provided by the staff and the service provider.

What we found about the standards we reviewed and how well SENSE The Manor 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

People were treated with dignity and respect; they were encouraged to participate in everyday chores.

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

People who used the service were assured they would experiences safe and appropriate care to meet their needs.

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

The provider takes action to identify and prevent abuse from happening within the

service.

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

The provider ensured there were sufficient numbers of staff with the appropriate skills to their job.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Appropriate systems were in place to monitor the quality of service that people received.

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 arrived at the service we found only one person at home. The other people were attending the resource centre also owned by Sense, situated in the town of Bourne.

We were told the service had use of a mini bus to take people to and from the centre, and other outings.

The person that was at home during our visit had a community day. This was a day put aside to help people to be more independent, and they were encouraged to take part in the community with support from their support worker. They undertook meaningful tasks like; shopping, laundry and cleaning where the person was able to.

Other evidence

We saw staff treating and speaking to people with respect and using their first name at all times. We saw staff were using sign language and finger spell to communicate with people. (This was used when staff spelled out words on the persons' hand.)

Each person had their own room. The rooms we viewed were personalised to their individual taste.

When the people arrived back at the home from their daily activities we saw good interaction between them and the staff.

People were being supported on a one to one basis. We observed one person making sandwiches for a packed lunch, which they took with them to the centre. The support worker told us they give people the choice of what they wanted. We heard them ask the person which choice of meat they would like and which piece of fruit they wanted.

The support worker said they used hand on hand support. This is when they help a person to undertake an action, for example spreading butter onto bread, the person then puts their hand over the top of the support workers hand for them to complete the task. This encouraged the person to be more independent.

We observed another person prepping the vegetables' for the evening meal. The support worker instructed the person on how the task should be carried out. We ask the person if they enjoyed helping to make the dinner. The person acknowledged us by nodding their head.

Staff told us they like to involve people as much as possible. One staff member said, "I always ask them what they want to do before I continue with a task."

When providing personal care, staff said that they would make sure the person was comfortable. They said they would close doors and curtains before providing the care. This ensured peoples' dignity was respected at all times.

Our judgement

People were treated with dignity and respect; they were encouraged to participate in everyday chores.

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 observed a calm and relaxed atmosphere within the home.

Each person was treated as an individual. They were encouraged to take part in all aspects of the service to the fullness of their abilities.

We did not get peoples' views directly from them about this outcome. However their experiences were captured through records, other information we received from the manager, and from other people they have contact with. This information is recorded in the 'other evidence' section.

Other evidence

The provider told us that each person's health was monitored on a monthly basis or as and when required, all records had been signed and dated when reviews had taken place. This was to ensure the persons' needs and changes were recorded to reflect their needs.

We were told by the manager there were good liaisons with GP's, District nurses and other professionals. Each person had a daily log which was kept with them at all times. The Information within the logs were to make sure people's needs were met even when they were away from the home. It identified what the person needs were and how they should be treated.

The care plans we looked at were clear and person centred. We saw the appropriate

risk assessments had taken place they were updated as and when required. There were guidelines in place to support people with decision making and identify any risks, which may occur when supporting people during personal care. All guidelines and risk assessment were reviewed yearly. We saw this recorded on files we viewed.

Staff we spoke with said that they treat people as individuals. One said, "Each person has their own personality, and you have to get to know their different ways to help meet their needs." They said that they also follow the care plan. We found that staff understood people's needs very well.

The manager told us that families and advocates were involved when creating the individual plans. They said where necessary best interest meetings were held. This made sure decisions that were made were in the best interest of the person being cared for.

There were personal support plans in place for each person. We saw a review of deprivation of liberty had taken place on one of the files. It identified the restrictions which had been put in place to keep the person safe, and how long the person would be subjected to these restrictions.

Our judgement

People who used the service were assured they would experiences safe and appropriate care to meet their needs.

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 were asked to sign the visitor book when we arrived at the home. This was to make sure all visitors' to the home were identified, and the purposes of their visits were recorded.

We saw staff identifying themselves to people by using sign language and finger spell.

Other evidence

The provider told us that staff had access to policies and procedures regarding safeguarding adults, intimate personal care and deprivation of liberty. Staff we spoke with confirmed they knew about the policies and where to find them.

Staff had a good knowledge of what constituted abuse. They described the sorts of abuse which could occur and who they would report any incidents to. Staff confirmed they had attended safeguarding training, which was an on going programme throughout the year.

Our judgement

The provider takes action to identify and prevent abuse from happening within the service.

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

We saw staff supporting people on a one to one basis. Where required staff gave two to one support to people with more complex needs.

We were told by the Manager that one person at the home had created a staff rota that they liked to be responsible for. It helped to identify to the people which staff members were on duty on a certain day. We saw the appropriate numbers of staff to meet people's needs.

Other evidence

The provider demonstrated that they had sufficient staff with the right competencies and skills through information they shared with us, along with the training and support they gave to staff.

We saw staff were confident in the way they supported people and they showed that they knew what a person's needs were by the way they acted and attended to them.

Staff we spoke with told us they were supported by management to acquire the skills and knowledge to do their job.

Our judgement

The provider ensured there were sufficient numbers of staff with the appropriate skills to their job.

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 told us the person centred planning reviews, the daily diary notes and any professional visits, along with the staff supervision, ensured the service provided the appropriate care for people who use the service

We did not get peoples' views directly from them about this outcome. However their experiences were captured through records, other information we received from the manager, and from other people they have contact with. This information is recorded in the 'other evidence' section.

Other evidence

There were systems in place to help monitor and assesses the quality of the service, for example by unannounced visits, quality assurance and financial audits, which were completed on a monthly basis by the provider. This was to make sure the quality of care was appropriate for people's needs and they could make any necessary changes to the care and treatment they provided.

The manager told us that audits were undertaken by the providers, which helped monitor how the service was run.

We saw staff meetings had taken place in October 2011 and November 2011, and that they had been recorded. They identified what was going on around the home, any improvements that had been made and up dates to information regarding individual needs for people living at the service. For example, monitoring changes in behaviours,

appointments attended and updates to people wellbeing, which all staff needed to be aware of.

Our judgement

Appropriate systems were in place to monitor the quality of service that people received.

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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