

Review of compliance

The Fremantle Trust Lady Elizabeth House	
Region:	South East
Location address:	Boyn Hill Avenue Maidenhead Berkshire SL6 4EP
Type of service:	Domiciliary care service Extra Care housing services
Date of Publication:	September 2012
Overview of the service:	The Lady Elizabeth House is registered to provide the regulated activity of personal care, primarily to support older people and younger adults with disabilities, living in their own flats, who want to retain their independence and enjoy an active lifestyle.

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

Our current overall judgement

Lady Elizabeth House was meeting all the essential standards of quality and safety inspected.

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 28 August 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us that someone from the service had visited and assessed their needs before they received a package of care and support. They confirmed that they were treated with respect and their dignity was maintained. People said they were satisfied with the standard of care provided and staff understood their needs. They told us that the staff treated them as individuals and respected their views and choices. They said they were consulted about any changes to their care and support and were able to make decisions and contribute to the care planning process. One person told us that their care manager helped them choose the service which met their needs and said "I am very lucky...they meet my needs well." Another said "all in all I am very happy, they encourage me to do as much as possible...they've been really supportive and I would definitely recommend to others."

What we found about the standards we reviewed and how well Lady Elizabeth 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's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was delivered and provided in relation to their care.

The provider was meeting this standard.

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

and supports their rights

People experienced care, treatment and support that met their needs and supported their rights. Their care and support was delivered in a way that ensured their safety and welfare.

The provider was meeting this standard

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and responded appropriately to any allegations of abuse.

The provider was meeting this standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this 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 had an effective system to regularly assess and monitor the quality of the service that people received.

The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 their privacy, dignity and independence was respected. They said they were involved in decisions around their care and support. People who were unable to sign their care and support plans told us that staff had spent time with them, reading their care and support plans so that they were familiar with the content and agreed to it. They told us they had a key worker, who regularly talked to them about their care and support needs. People said they were encouraged to talk about any changes they may like to the way in which their care and support was given or if they had any concerns. They said that the service were flexible to meet their needs.

Other evidence

People who use the service understood the care and treatment choices available to them.

The three care and support plans we looked at were person centred and tailored to people's individual needs and preferences. They had generally been signed and dated to show that people had been involved and consulted with.

We were told that an independent advocate would be accessed to assist people in getting their voices heard if required. Information and leaflets were on view and

available for people to access if they wished to contact an advocate. An advocate is an independent person who helps people who cannot make some or all of the decisions about their care, treatment and support

Our judgement

People's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was delivered and provided in relation to their care.

The provider was meeting this 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 that they were happy with the care and support that they received. They told us the staff knew the support they required and provided it how they wanted. People said they were supported to live as independently, as possible, whilst staff helped them with tasks they couldn't do on their own.

People said that the carers always provided all the care and support detailed in their care plans and provided it at the times that had been agreed with them. They told us the staff stayed for the allocated time and signed their care plans detailing the time they had arrived and left.

Other evidence

The care and support that people received was tailored to ensure it met their individual needs and preferences and protected and promoted their health, welfare and safety.

We looked at the care and support that three people received. We found that people's care plans addressed their particular needs, were detailed, reviewed and updated regularly, to meet their current needs.

An assessment of any risks had been recorded with actions documented as to how staff were to manage the risk. Examples included assessing the risk of people who could potentially develop pressure sores and risks associated with poor mobility needs such as falling, people undertaking household tasks safely and fire evacuation. Also included were assessments for people taking responsibility for the administration of

their prescribed medicines.

People supported by the service were supported to undertake tasks both within their home and in the community safely.

We saw letters and appointments in people's care and support plans which showed that the service worked with health care providers to improve people's health and well being. Other professionals such as people's care managers were involved in the reviews of people's care and support.

Daily records were completed for each person detailing the care and support that had been provided. These were signed by the staff and the time of arrival and departure was also logged.

Our judgement

People experienced care, treatment and support that met their needs and supported their rights. Their care and support was delivered in a way that ensured their safety and welfare.

The provider was meeting this 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 that they felt safe. They said if they had any concerns they would speak to the manager or their key worker.

Other evidence

People who used the service were protected from the risk of abuse, because the staff had a good understanding of safeguarding issues and how to respond to any allegations or incidences. We looked at three staff files and the training matrix which showed staff knowledge and understanding of safeguarding people was supported through training. The staff we spoke with understood their duty of care and responsibilities in relation to safeguarding people from harm. Staff were familiar with the whistle blowing policy, and knew they were to report any allegations or incidents of abuse to their line manager. The manager confirmed they worked collaboratively with the local authority to safeguard and protect the welfare of people who use the service by reporting any concerns and attending any safeguarding meetings. A copy of the local interagency policies and procedures was in place for staff to refer to.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and responded appropriately to any allegations of abuse.

The provider was meeting this standard.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

We spoke to people using the services but their feedback did not relate to this standard.

Other evidence

We spoke to three staff who told us that they were provided with a good level of training to assist them in their roles. The training included an induction at the point of employment and shadowing experienced staff. The staff records and training matrix that we looked at contained evidence that appropriate training had been undertaken. This ensured staff were equipped with the knowledge and skills to meet people's varying personal and social care needs

Staff said they felt well supported in their roles and were provided with regular supervision/key worker sessions where they could discuss their work and any areas of concern. They told us that the manager was approachable and listened to their suggestions to improve the service and outcomes for those who used it. They told us they could approach the manager at any time and they would always accommodate their requests. We were provided with a copy of the staff supervision matrix, which showed that they received supervision every two months.

Staff said they received an annual appraisal where their work was discussed along with any further developmental needs they may require or wish to pursue. Staff told us they were provided with staff meetings where they could bring up any areas of concern if they required. We saw that minutes of these meeting had been documented.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this 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 told us the staff spoke to them regularly about their care and support. Regular tenant meetings were held where any concerns about the quality of the care they received would be discussed. They also told us during the review of their care and support they were consulted with and encouraged to give feedback where any improvements could be made.

Other evidence

We saw clear lines of accountability existed within the service.

We saw that potential areas of risk had been identified in each person's care plan and kept updated to make sure the information was still accurate for their situations.

We were told that people's views were sought on an informal and formal basis; through daily discussions with people, at people's care reviews and by the use of annual surveys. The findings were collated to identify where any improvements could be made. Feedback from the surveys was discussed with people using the service in their tenant's meetings and key tasks to be completed to achieve improvement were documented.

There was a complaints procedure in place detailing how people could make a complaint and the timescales they could expect their concerns to be addressed. All complaints were logged, documented and fed into the service's monthly monitoring report. The report was undertaken on a monthly basis and covered the number of

accidents and incidents, number of reviews undertaken, complaints, the staffing allocated hours, agency cover and training courses attended. An action plan was then put into place which detailed key tasks to be completed to achieve improvement. At each subsequent monitoring visit the progress on actions taken and the date of completion was documented.

There were further systems in place to monitor the quality of service that people received. This included auditing the medication administration records on a monthly basis, monitoring staff performance through spot checks, and auditing people's files to ensure the information within them was current and up to date.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of the service that people received.

The provider was meeting this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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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Author	Care Quality Commission
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