

Review of compliance

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| <p>Royal Mencap Society Royal Mencap Society - 44 Harry Chamberlain Court</p> | |
| Region: | East |
| Location address: | Hollingsworth Road Lowestoft Suffolk NR32 4UG |
| Type of service: | Care home service without nursing |
| Date of Publication: | July 2012 |
| Overview of the service: | <p>Royal Mencap Society is registered for the regulated activity 'accommodation for persons who require nursing or personal care' to be provided at Royal Mencap Society - 44 Harry Chamberlain Court.</p> <p>Royal Mencap Society - 44 Harry Chamberlain Court provides care and support for up to 6 adults.</p> |

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

Our current overall judgement

Royal Mencap Society - 44 Harry Chamberlain Court 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 18 June 2012, 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

We spoke with all three people living in the service. They told us about what they had planned for their day and they had chosen what they wanted to do. They were involved in decisions about the service and the care that they were provided with. One person said "I choose everything I want to do."

People said that the staff treated them well and listened and acted on what they said. One person told us that their key worker had encouraged their independence with their laundry and said "My key worker said go on try it and now I can do it."

Two people told us how they had visited properties as they were planning to move house. They said they had been involved in the decisions about where they wanted to live.

What we found about the standards we reviewed and how well Royal Mencap Society - 44 Harry Chamberlain Court 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

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

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

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard. People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of the service that people receive.

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

We spoke with all three people living in the service. They told us about what they had planned for their day and they had chosen what they wanted to do. They were involved in decisions about the service and the care that they were provided with. One person said "I choose everything I want to do." They said that they had chosen the decor in their bedroom and they showed us the communal lounge furniture which they said that the people using the service had chosen. This meant that people expressed their views and were involved in making decisions about their care.

Two people told us how they had visited properties as they were planning to move house. They said they had been involved in the decisions about where they wanted to live. This was confirmed by the registered manager.

Two people showed us their bedrooms which reflected their individuality and choices. One person said that they had their own keys for their bedroom and that the staff asked them if they could go into their bedroom. This meant that their privacy was respected.

People said that the staff treated them well and listened and acted on what they said. One person told us that their key worker had encouraged their independence with their laundry and said "My key worker said go on try it and now I can do it." They also told us

about other areas of their life that they did independently.

We saw people helping themselves to drinks and breakfast. One person made a cup of tea for a staff member when they arrived at the service. This showed that people's independence was respected.

During our visit we saw that the staff interacted with people in a friendly, respectful and professional manner. People made choices about their activities for the day and the staff listened and acted on what they said.

Other evidence

We saw the care records of two people who used the service and they both showed that people's diversity, values and human rights were respected. The care records identified people's diverse needs and how they were met in areas such as how they communicated and their specific individual needs.

People's care records explained the areas of their care that they could attend to independently and how this was promoted and respected.

The care records seen showed that people were given appropriate information and support regarding their care and treatment. They expressed their views and were involved in decisions. The records identified how people made choices in their lives and how their choices were listened to and acted on. People had signed their care records to show that they had agreed with the contents. The records were in text and picture format which was accessible to the people using the service.

Our judgement

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

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 spoke with all three people living in the service. They told us about what they had planned for their day and they had chosen what they wanted to do. Their activities included going shopping, using public transport and attendance to their day service. This showed that people were provided with the opportunity to participate in activities in the community that interested them. A person showed us the garden and told us that they enjoyed gardening.

One person showed us the car that people used and explained how they paid for mileage when they used it. They said "We all get a letter and it tells us how much we have to pay for the petrol."

Two people agreed for us to look at their care records and they got them from their bedrooms for us to see. They showed us photographs in their care plans. One person explained each of their care records and what they were for. For example they showed us their health action plan and said "This is the book about the doctor." This showed that they understood the information in their care records.

Two people said that they were happy living in the service and that the staff assisted them in all areas of their care where they needed it. We saw that the staff were attentive to people's needs and provided assistance to people when they asked for it.

Other evidence

We saw the care records of two people who used the service which showed that their

needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

Care plans explained the care and support that people were provided with in their daily living. Daily records identified the support provided to people each day and the staff observations of their well being. Where issues of concern were noted such as with their health care needs appropriate actions were taken to ensure that they were met. People's records held information and outcomes of health care support that people had been provided with.

Care and treatment was planned and delivered in a way that ensured people's safety and welfare. People's care records seen also held risk assessments which explained how the risks in their daily living were minimised.

We saw the medication administration records (MAR) which showed that people were provided with their medication at the prescribed times. One person administered their medication independently and records were seen which showed that the staff supported them to ensure that this was done safely.

Our judgement

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

One person who was asked said that they felt safe living in the service. They said "If I was worried about anything I would tell the staff."

Two people showed us their bedrooms which held a lockable cabinet that they could keep their valuables in. People opened their bedroom doors using their own set of keys. This meant that people were supported to keep their belongings safe.

Other evidence

We saw the staff training records which showed that they were provided with training on safeguarding vulnerable adults from abuse. This was confirmed by a staff member who was spoken with who told us that they had been provided with the training, that they knew what actions to take if they were concerned about people's safety and that they were aware of the provider's safeguarding and whistleblowing procedures.

When we arrived at the service a staff member asked for our identification and to sign in the visitor's book. This showed that they knew what to do to protect people using the service from others who did not have a right to access their home.

Two people's care records that were seen held risk assessments which explained how the risks in their daily living were minimised. Where people required support with their finances there were records in place which showed that people were supported to manage their finances safely.

Our judgement

The provider was meeting this standard. People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

People said that the staff treated them well and listened and acted on what they said.

Other evidence

Staff received appropriate professional development. We spoke with a staff member who told us that they felt that they were provided with the training that they needed to meet people's needs. This was confirmed in the staff training records that were seen. Training provided included fire safety, autism, Mental Capacity Act, medication and infection control.

The registered manager told us that six staff worked in the service and five of them had achieved a recognised and industry appropriate qualification for their work role such as a National Vocational Qualification (NVQ) in health and social care.

We saw three staff personnel files which showed that they were provided with one to one supervision meetings and annual appraisals. Staff were provided with the opportunity to discuss the ways that they worked and receive feedback on their work performance in these meetings. We also saw the minutes from staff meetings where the staff team discussed changes in people's care needs and methods of providing a safe and effective service to people.

Our judgement

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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

We spoke with all three people living in the service. They told us that they were involved in decisions about the service and the care that they were provided with.

Two people told us how they had visited properties as they were planning to move house. They said they had been involved in the decisions about where they wanted to live.

We asked one person if they knew who to speak with if they had concerns about the service that they were provided with. They said "I'm happy, if I was not I would tell my key worker or the other staff."

Other evidence

People who used the service and their representatives were asked for their views about their care and treatment and they were acted on. People and their representatives were asked to complete satisfaction questionnaires and we saw the responses recently received by the service. People were further asked for their views about the service in 'resident meetings'. We saw the minutes from these meetings which showed that people chose what they wanted to discuss and how their choices about the service were listened to and acted on.

The registered manager told us about they monitored and assessed the service in house and records were seen which evidenced what they told us. The records seen included observations on staff competence with working with medication and finances,

care plan reviews which reflected people's changing needs and preferences, health and safety and medication.

The provider had systems in place to monitor and assess the service provision which was confirmed in the provider visit reports that were seen.

Our judgement

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

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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