

# Review of compliance

Anchor Trust Townend Close	
<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	Victoria Road Crosshills Keighley West Yorkshire BD20 8SZ
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	October 2011
<b>Overview of the service:</b>	Townend Close is registered to provide personal care and accommodation for up to 39 adults. It is owned by Anchor Trust. It is a purpose built detached property and is next door to a sheltered housing scheme. Townend Close is near to local amenities, and the towns of Skipton and Keighley are close by. The home's accommodation is arranged over two floors and all the rooms have a

	bedroom/living area, a kitchenette, a bathroom and it's own front door with letterbox.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Townend Close 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 22 September 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 'well looked after' and 'liked' living at Townend Close. One person said, "This home is second to none. It isn't my own home but it is the closest it can be. I am very well looked after by kind and considerate staff." People told us they felt 'safe' and that they had 'confidence' that if they needed to report anything, then it would be taken seriously and dealt with in a confidential way. People said they received the care they needed and did not feel 'rushed'. They said staff were 'kind and patient' and gave them enough time to receive the care they needed. Most people said that they didn't need to wait long when they called for assistance; however one person said that it sometimes seemed to take a while particularly if it was a busy time of day, but that it was probably only about ten minutes. People told us that they were often asked about the service they were receiving 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 Townend Close 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 Townend Close 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 Townend Close 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 Townend Close was meeting this essential standard.

**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 sufficient numbers of appropriate staff.

Overall, we found that Townend Close 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 and support due to effective quality assurance and the management of risks in the home.

Overall, we found that Townend Close 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

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 five 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 sign, where a person lacks capacity, and efforts are made to interpret people's wishes from personal histories. Residents meetings are held from time to time. The minutes from these showed people's views about menus or ideas for activities. Agenda items are sought from everyone at the service and these are formulated into questions for the actual meeting. 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.

**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 Townend Close 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 'well looked after' and 'liked' living at Townend Close. One person said, "this home is second to none. It isn't my own home but it is the closest it can be. I am very well looked after by kind and considerate staff." On the day of the visit, staff were observed interacting with people in a way which suggested care needs were well understood. We saw one member of staff accompanied a person as she moved around the home and assisted her in a helpful, respectful and kind way. Another member of staff talked with a person about her family and past life, as she carried out her nail care. It was clear that the person benefited from this interaction.

##### Other evidence

All of the plans of care we looked at had an initial 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 memory impairment and included advice from 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 capacity 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 wherever possible. The records detailed people's social and recreational needs, to allow staff to have a holistic approach. The manager stated that she was working on drawing together life histories for newly admitted people, which would help staff get to know people and talk with them about their lives.

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 who is responsible for carrying out reviews. 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.

Care plans were regularly reviewed, 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 Townend Close 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 had 'confidence' that if they needed to report anything, then it would be taken seriously and dealt with in a confidential way.

##### 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 a recent complaint 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 Townend Close was meeting this essential standard.

## 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 received the care they needed and did not feel 'rushed'. They said staff were 'kind and patient' and gave them enough time to receive the care they needed. Most people said that they didn't need to wait long when they called for assistance; however one person said that it sometimes seemed to take a while particularly if it was a busy time of day, but that it was probably only about ten minutes.

##### Other evidence

Staff said they felt there were enough staff on duty. When rotas for all designations of staff were examined, there appeared to be sufficient staff on duty to cover the needs of people at the home and make sure the home is kept clean and tidy.

##### Our judgement

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

Overall, we found that Townend Close 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 had been asked about their views, in relation to the premises and surroundings, in a recent survey conducted by the provider and the results were positive. People told us that they were often asked about the service they were receiving and felt able to raise issues with the staff if they wanted something changing.

##### Other evidence

The manager stated she monitored the quality of care through internal auditing. Risk assessments were seen regarding people's care and to ensure the environment remained safe and fit for purpose. A complaint and the associated recording was seen, which showed that the manager followed up concerns in an open and transparent way. Staff said the manager ensured that the quality of care they offered was regularly checked and that she fed back to staff individually about the standard of their care practices where necessary. Staff also said they would report anything which needed to be done regarding the maintenance of the building and that this was attended to on a regular basis, either by a member of the maintenance team or by outside contractors.

##### Our judgement

People benefit from safe quality care and support due to effective quality assurance and the management of risks in the home.

Overall, we found that Townend Close 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

<b>Document purpose</b>	Review of compliance report
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