

Review of compliance

Anchor Trust Townend Close	
Region:	Yorkshire & Humberside
Location address:	Victoria Road Crosshills Keighley West Yorkshire BD20 8SZ
Type of service:	Care home service without nursing
Date of Publication:	May 2012
Overview of the service:	Townend Close is registered to provide personal care and accommodation for up to 39 adults and is owned by Anchor Trust. It is a purpose built detached property, is near to local amenities, and the towns of Skipton and Keighley. The home's accommodation is arranged over two floors and all the rooms have a bedroom/living area, a kitchenette and bathroom. Each room has an individual

	front door with letterbox, which leads off the communal corridor.
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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 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 2 May 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

People told us that they were involved in planning their care. They told us they were supported to take part in activities of their choosing and that their comments were listened to and acted upon. People told us they felt safe. One person told us: "They listen to what I tell them and they make sure things get done." Another person said: "Staff are committed and connected to their work." This person went on to say, "The staff are brilliant, we are very well looked after." One person told us, "Its not like being at home but it's the next best thing."

We spoke with four visitors. They all said positive things about Townend Close. They said the staff 'had time' for people; they respond to buzzers quickly and the care was 'excellent' and of a 'high standard.' One relative had written in a thank you letter that they 'provided a caring and happy environment' and that staff know people on an 'individual' basis and provide for their 'different needs.'

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

People's views and experiences were taken into account in the way the service was provided and delivered 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 protected their rights.

The provider was meeting this standard.

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

People who used this 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.

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 a system in place to identify, assess and manage risks to health, safety and welfare of people using the service and others.

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

We spoke with 15 people. Three people told us that they had been involved in planning their care. People understood the care and treatment choices available to them. One person told us that staff had spent time talking with her to write a life history which included her likes and dislikes, significant relationships and what was important to her. Another person told us that staff asked about her daily living decisions, for example, menu and activity choices.

Other evidence

Care plans included people's views on the way they wished to receive their care. For example, they included what people preferred to eat, wear, how they preferred to be dressed and their routines of daily living.

We carried out observations in the dining room which gave us some information about the way staff interacted with people living at the home. Staff were good at asking people what they wanted to do, how they were feeling, whether they wanted assistance and where they wanted to be. Staff chatted with people during the meal in a kind and friendly way. They spent time with those who needed assistance to ensure they were comfortable. Staff were good at showing they were listening, often getting down to speak with people at eye level which ensured that people had the opportunity to ask

questions or make comments as they wished.

Staff told us that their training had covered how to approach people with respect and that people's views were of central importance to their care. Staff told us that they were given time to spend with people.

People were also consulted in residents meetings. These meetings were documented and suggestions by people were recorded with examples of when these had been acted on.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered 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 enjoyed their life at Townend Close and that they were enabled to have freedom in their daily routines according to their wishes. This included regular trips out of the home to take part in individual interests and keep in contact with friends and relatives. Some people said they knew about their care plans and had been involved in developing them.

Other evidence

We looked at six care plans with associated documentation. Needs assessments were completed. These were detailed and ensured staff had the correct information to develop a care plan to meet people's needs. Care plans contained a life history of each person which had been completed either with the person or an advocate, if the person had limited capacity. This gave staff valuable information about the person, their likes and dislikes, their personality and what was important to them including interests and significant relationships. Staff said these histories were useful as a point of conversation and helped them to give focused and personalised care.

Specialists had been consulted where necessary to ensure people had the benefit of expert advice and knowledge. Evidence was also seen of research the home had carried out into the needs of people with specific medical conditions so that tailored care could be offered.

The plans were signed by the person or an advocate to show agreement. If the person was not able to sign there was an explanation for this and where appropriate a

statement about verbal agreement. Risk assessments were included where needed and were specific to each individual.

Care plans were regularly reviewed with the person to ensure changing needs were recognised and addressed. Daily notes were frequent, detailed and contained professionally written information to help staff monitor people's well being.

We did not examine medication in full during this inspection, however, we did ask about how medication was administered to people. Medication was given at a convenient time so that people were not unnecessarily woken early in the morning or at night and staff said the medication system used worked well.

It was clear from examining daily notes and plans that people were enabled to take part in various activities according to their particular interests. From observations on the day of inspection there was a pleasant and friendly atmosphere where people engaged in a relaxed way with each other and with staff. Conversation showed that staff understood people's needs well and staff offered care in a helpful and understanding way.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

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 said they felt safe at the home. Everyone we spoke with, including visitors, said they knew who to talk to if they were worried or concerned about anything and that they were confident things would be dealt with properly.

Other evidence

Staff said they had received safeguarding training and records confirmed this. They could also correctly explain what they would do if they suspected abuse. Staff had also received training on mental capacity and deprivation of liberty. This ensured they understand that people should be treated in a way which protected their rights to make decisions about their lives.

We saw evidence that the manager had referred relevant issues to the local authority safeguarding team for investigation. She had also notified us of safeguarding and other incidents which may affect the welfare of those living at the home so that suitable steps could be taken to protect them.

Our judgement

People who used this 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.

The provider was meeting this 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 spoke with 15 people, but they did not make comment about this outcome area.

Other evidence

Staff said they had an individual training record in place and records confirmed this. Staff had received training in all core subjects and in areas specific to the care required by people living at the home.

Staff said they received good support from the manager and each other and that they received formal supervisions to ensure they continued to offer good care to people.

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 that the manager and staff often asked them their opinion of the service both formally in surveys and informally on a day to day basis. People said that the staff team were good at listening to any concerns or complaints and that they did their best to put things right.

Other evidence

The manager told us that any concerns were discussed in staff and resident meetings and strategies put in place to ensure improvements were made. There were no active complaints being dealt with at the time of this review.

We saw evidence of staff meeting minutes with actions taken. This ensured that the manager looked for ways to improve the service and to respond to comments made by people who live at Townend Close.

The senior staff team conduct regular quality audits. For example, around medication, care plans, menus or activities. This meant that errors or improvements in care and practice could be identified and acted upon quickly.

Our judgement

The provider had a system in place to identify, assess and manage risks to health, safety and welfare of people using the service and others.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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