

Review of compliance

Methodist Homes Fulwood Court	
Region:	North West
Location address:	529 Aigburth Road Liverpool L19 9DN
Type of service:	Domiciliary care service
Date of Publication:	November 2012
Overview of the service:	<p>Fulwood Court is a complex providing people with their own one or two bedroom flat and staff available twenty four hours a day for general support. In addition the complex provides a bistro, hairdressing salon and activities.</p> <p>If needed people can have a care package from Fulwood Court to support them with their personal care. It is this part of the service that is registered with the Care Quality Commission to carry out the regulated activity 'personal care'.</p>

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

Our current overall judgement

Fulwood 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 25 October 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

As part of our inspection we spoke with four people who had received support from the agency with their personal care. We also spoke with four members of staff and looked at a sample of records.

People told us that they had been satisfied with the support they had received with their personal care. They told us that staff had always responded positively to requests for support and that staff had treated them with respect. Comments we received included, "Everyone here is respected, that's a big thing. You are treated as a human being" and "You've only got to say and they do it".

People told us that they had felt safe with the support they had received and that they had felt confident any concerns they raised would be listened to and addressed by staff. They told us that they had confidence in the staff who had supported them, with one person explaining, "Always somebody on tap who is experienced" and another "Oh yes I do think they know what they are doing".

What we found about the standards we reviewed and how well Fulwood 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 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 supported 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 use 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 occurring.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

The provider was meeting this standard. People were supported by suitably qualified, skilled and experienced staff.

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 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

People told us that staff had always treated them politely and with respect, one person explained, "They respect you a lot" and another, "Everyone here is respected, that's a big thing. You are treated as a human being". They told us that staff had always listened to what they had to say and acted upon their wishes, "You've only got to say and they do it".

The people we spoke with told us that staff had obtained their permission before entering their flat and had respected the fact that it was their home.

Other evidence

We observed that staff spoke respectfully to the people they were supporting and that they waited for permission before entering people's flat. In discussion staff displayed a good understanding of people's right to respect, privacy and dignity and provided good examples of the ways they had protected people's dignity when supporting them with personal care.

Care records had been signed by the person or their representative to evidence their agreement to the support planned. In addition records contained signed consent forms for use of photographs, staff support with medication and outings. A separate form detailed people's choices with regards to staff accessing their flat in general and the

actions they wished staff to take to access their flat in the event they got no response from the person living there. A list had also been kept of the people the person wanted to be involved and informed about their support plan. The discussions held with people along with clear recording of their choices helped to ensure that people had been given as much choice as possible about the support they received and how it was delivered.

Our judgement

The provider was meeting this standard. 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

People told us that they had received the support that they had needed with their personal care. One person described the support they had received as "Very good and another as "Very caring". The people we spoke with were aware of their care plan and told us that it had been discussed with them, "On a regular basis". They told us that staff had had sufficient time to provide the support they had needed with one person explaining when they asked for support staff told them, "That's what we are here for" and responded positively.

Other evidence

In discussion staff told us that although they had been busy they had had sufficient time to meet people's needs. We asked staff to tell us about the needs of some of the people they had supported. Staff gave responses which indicated that they knew people well and had provided support based on the person's individual needs and choices.

We looked at a sample of care records for people supported by the agency with their personal care. These records contained a series of support plans and risk assessments that gave guidance to staff on how to support people with their care needs. A monthly review of the support provided had been undertaken between the person and their named worker and a more comprehensive six monthly review of the care plan had also taken place. These regular reviews helped to establish any changes to the person's support needs or choices.

Entries made by staff confirmed that where people's needs had changed or they had required health support staff had taken appropriate action. In discussions care staff

confirmed that senior staff had listened to their opinion on the support they provided and updated care records as people's needs altered.

Our judgement

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

People told us that they had felt safe when receiving support from the agency. They told us that if they had had any concerns or complaints they would have raised them with senior staff and that they had confidence they would have been listened to and their concerns addressed. One person explained, "I do feel safe, I know who to talk to" and another, "I would tell (staff) they would help".

Other evidence

In discussion staff demonstrated that they had an awareness of safeguarding adults including signs and symptoms that may indicate an issue had occurred. They told us they had received training in this area and that they would not hesitate to report any safeguarding issues.

Information about how to raise a concern or complaint had been made available to people supported by the agency via the brochure about the service and was also displayed within Fulwood Court. In addition leaflets and information were displayed about other agencies that could support people with any concerns that they had, this included contact details for advocacy organisations and Action for Elder Abuse. Senior staff at Fulwood Court had identified and reported potential safeguarding occurrences to the relevant authorities and cooperated with them in investigating any issues arising.

Our judgement

The provider was meeting this standard. 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 prevent abuse occurring.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People told us that they had had confidence in the staff team and that they believed staff had the skills and experience to support them safely and well. Comments we received included, "Always somebody on tap who is experienced" and "Oh yes I do think they know what they are doing".

Other evidence

A member of staff explained that after passing an interview, references and checks with the Independent Safeguarding Authority and Criminal Records Bureau had been carried out on them, before they had commenced work. They further explained that following an induction day which had included training they had spent three shifts shadowing an experienced member of staff in order to get to know the needs of the people being supported.

We looked at recruitment files for four members of staff. We found staff had been recruited correctly with checks carried out to help ensure they were suitable to work with people who may be vulnerable.

Staff told us that they had received regular training to keep them up to date with how to support people safely and well. They also told us that they had attended staff meetings and felt that their point of view had been listened to and if needed acted upon.

Our judgement

The provider was meeting this standard. People were supported by suitably qualified, skilled and experienced staff.

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 staff had regularly discussed their care with them and asked their opinion of the support they had received. One person also explained, "We have little meetings" where they had been able to express their views.

Other evidence

There were several reviews and audits in place at Fulwood Court to check and monitor the quality of the support provided. Care records evidenced that people's care had been regularly reviewed with them and that the contents of care plans had also been audited to ensure they remained up to date.

Audits had been carried out on health and safety and incident and accident forms had been reviewed by the manager. An audit of how people's mediation was managed had also been undertaken. Audits contained a clearly identified list of any gaps noted along with a clear action plan and date for these to be addressed.

The people supported by the agency had been able to express their point of view via a suggestions box and meetings held within Fulwood Court.

Our judgement

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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