

# Review of compliance

The Extra Care Charitable Trust  
ExtraCare Charitable Trust Beacon Park Village

<b>Region:</b>	West Midlands
<b>Location address:</b>	Lower Sandford Street Lichfield Staffordshire WS13 6RB
<b>Type of service:</b>	Diagnostic and/or screening service Extra Care housing services
<b>Date of Publication:</b>	August 2011
<b>Overview of the service:</b>	The service offers accommodation and a range of services and activities to meet the needs of people over 55 years of age.

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

## Our current overall judgement

**ExtraCare Charitable Trust Beacon Park Village 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 to check whether ExtraCare Charitable Trust Beacon Park Village had made improvements in relation to:

Outcome 08 - Cleanliness and infection control

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 26 July 2011 and talked to staff.

### What people told us

We visited the service in May 2011 and left one compliance action in relation to prevention and control of infections in line with new guidance. We carried out this visit to ensure the service had complied with this action.

During our visit in May 2011 people told us that they were very happy with the service they received and the staff supported them in a way which involved them. People said that staff helped them with tasks to help maintain their independence such as washing and dressing, help to go to bed and being involved various activities.

Each person had a plan of care which they kept in their homes and had been developed and agreed with them. They told us that their key worker discussed each area of the plan with them each month and made changes to give appropriate support.

People told us they continued to make decisions about their care, how to spend their time and managed their own finances. People said living in the village gave them an opportunity to live independently in a safe environment and were pleased they had chosen to move into the village.

People told us that they knew the staff well and could talk to them about anything. They said staff were respectful and always checked with them before giving support or delivering any personal care. People told us staff generally called within the agreed time and provided the support as requested by them.

People were confident about whom they could raise concerns with and that their concerns would be addressed and could raise their concerns at any time or at residents meetings. People played an active role in village life and committee meetings and could influence developments in the village.

All the information we received from people was positive and therefore we did not need to revisit this during the follow up review undertaken in July 2011.

## **What we found about the standards we reviewed and how well ExtraCare Charitable Trust Beacon Park Village was meeting them**

### **Outcome 08: People should be cared for in a clean environment and protected from the risk of infection**

People who use the service could be confident that procedures had been reviewed to promote a clean environment and prevent the spread of infection.

### **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 08: Cleanliness and infection control

### What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

### What we found

#### Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

#### Our findings

##### What people who use the service experienced and told us

We visited the service in May 2011 and saw people who use the service were supported to maintain the cleanliness of their home as part of their support plan if they requested this. They had a signed agreement to receive this service and recorded whether staff were allowed access to their home in their absence.

People who use the service and staff told us that they always had access to gloves and aprons and told us staff removed these when changing from one care task to another.

##### Other evidence

During our visit in May 2011 we identified the service had an infection control policy although the service was not aware of the Department of Health's 'Code of practice for health and adult social care on the prevention and control of infections and related guidance' and could not evidence how this was implemented. Since our visit the registered manager has addressed this and we visited the service to ensure suitable systems were now in place.

There was now a designated infection prevention and control lead person as required. They were reviewing the systems in place to ensure they complied with the Code of practice. Staff had received further training for infection control and we spoke to staff who told us this had included effective hand washing procedures, infection control and prevention, waste disposal and food hygiene.

During our visit in May 2011 we saw the laundry arrangements and saw there were cleaning schedules for the laundry and general communal areas in the village and a weekly cleaning schedule for apartments. This schedule included cleaning hand rails,

hand plates and door handles to reduce the risk of possible infection. As a result of the training this had been reviewed to include toilet handles and taps, as it was identified these may be a high risk area.

House keeping staff had used colour coded gloves to clean areas and apartments; these were not single use gloves. Staff had identified that disposable gloves would be preferable as cleaning different areas and apartments with the same gloves could increase the risk of cross contamination.

When visiting people in their home, people had personal hand washing facilities and towels. It was identified that this was not always suitable and personal hand gels had been ordered for all staff to use.

**Our judgement**

People who use the service could be confident that procedures had been reviewed to promote a clean environment and prevent the spread of infection.

# 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

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