

Review of compliance

<p>United Response United Response - 198 Powder Mill Lane</p>	
Region:	London
Location address:	198 Powder Mill Lane Whitton Middlesex TW2 6EJ
Type of service:	Care home service without nursing
Date of Publication:	March 2012
Overview of the service:	198 Powder Mill Lane is a care home for up to five adults who have a learning disability. The service is managed by United Response and is registered to provide accommodation for people who require personal care.

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

Our current overall judgement

United Response - 198 Powder Mill Lane 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 United Response - 198 Powder Mill Lane had made improvements in relation to:

- Outcome 04 - Care and welfare of people who use services
- Outcome 07 - Safeguarding people who use services from abuse
- Outcome 14 - Supporting staff
- Outcome 20 - Notification of other incidents

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 5 March 2012, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We met all of the people living at the home. One person told us that they were happy there. People looked comfortable and relaxed. The staff were kind and attentive. We spoke to the local authority quality monitoring team. They told us that they felt the service gave good support to people who live there and that people were well cared for.

We carried out this inspection to see what improvements the service had made in supporting people to meet their needs, safeguarding people and supporting staff. We inspected the home in September 2011 and found that improvements were needed. The manager provided us with an action plan. He has kept us informed about how the service has improved and we have spoken to other stakeholders. We felt that improvements had been made when we visited in February 2012 and that people received the care and support they needed.

What we found about the standards we reviewed and how well United Response - 198 Powder Mill Lane was meeting them

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

People who use the service have appropriate care and treatment which meets their needs.

Overall, we found that 198 Powder Mill Lane was meeting this essential standard.

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

People who live at the home are supported to feel safe. There are appropriate procedures designed to safeguard them and protect them from abuse

Overall, we found that 198 Powder Mill Lane was meeting this essential standard.

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

People who use the service are cared for by well trained and supported staff.

Overall, we found that 198 Powder Mill Lane was meeting this essential standard.

Outcome 20: The service must tell us about important events that affect people's wellbeing, health and safety

People who use the service can be confident that staff have notified others about serious incidents and taken appropriate action.

Overall, we found that 198 Powder Mill Lane 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 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 saw that people were cared for in an individual way which met their needs. The people we met appeared conformable and relaxed. One person told us that the staff were helping them plan their birthday party.

Other evidence

Each person has their individual needs recorded in a support plan. We saw that there were clear guidelines for staff to make sure they worked in a consistent way. We saw evidence of regular liaison with health and social care professionals to help plan care and treatment which reflected people's choices, needs and strengths.

Our judgement

People who use the service have appropriate care and treatment which meets their needs.

Overall, we found that 198 Powder Mill Lane 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

Although we did not talk to people directly about their feelings of safety, it was evident from our discussion with them that they trusted staff and had confidence in them. They told us that staff were respectful towards them, offered them choices and took account of their views.

Other evidence

United Response has its own procedures on safeguarding adults and whistle blowing. The staff have had training in this. In addition, the staff have recently had training in how to manage behaviours that challenge the service, including restraint techniques. The manager told us that some of the people living at the home had been assessed to make sure there was no deprivation of their liberty because the staff may need to physically restrain them. He said that physical restraint was rare.

The home is within the London Borough of Richmond and follows the borough's safeguarding vulnerable adults procedure. Since the last inspection we have seen that the service manager has worked with the local authority to fully investigate and act on safeguarding alerts.

There are appropriate procedures for the safe handling of people's money. These include regular checks on their expenditure and money held on their behalf. Records of these are regularly audited.

Our judgement

People who live at the home are supported to feel safe. There are appropriate procedures designed to safeguard them and protect them from abuse

Overall, we found that 198 Powder Mill Lane was meeting this essential 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

The staff caring for people appeared skilled, competent and confident.

Other evidence

The staff told us that they worked well as a team and helped each other. They said that they had regular meetings with the manager, including individual meetings where they could discuss their work. They told us that the manager was supportive and understanding.

The organisation supports the staff to undertake a range of training. Training needs are recorded and the manager told us that he has organised additional training where he felt this was needed.

There are systems for formal and informal support. The manager told us that there are regular meetings which all staff contribute to. The staff also have individual meetings where they can discuss their work. The manager told us that he met with the staff to offer the support following incidents which they had found difficult or challenging.

Our judgement

People who use the service are cared for by well trained and supported staff.

Overall, we found that 198 Powder Mill Lane was meeting this essential standard.

Outcome 20: Notification of other incidents

What the outcome says

This is what people who use services should expect.

People who use services:

* Can be confident that important events that affect their welfare, health and safety are reported to the Care Quality Commission so that, where needed, action can be taken.

What we found

Our judgement

The provider is compliant with Outcome 20: Notification of other incidents

Our findings

What people who use the service experienced and told us

We did not speak to people who use the service about this outcome area.

Other evidence

Since our last inspection the service has kept the Care Quality Commission notified of all significant events and the action taken following these. The manager has proactively contacted us and other stakeholders to discuss incidents and what has been done to minimise risks to people who use the service.

Our judgement

People who use the service can be confident that staff have notified others about serious incidents and taken appropriate action.

Overall, we found that 198 Powder Mill Lane 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

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Author	Care Quality Commission
Audience	The general public
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