

Review of compliance

Walsingham
19 Beech Avenue

Region:	North West
Location address:	19 Beech avenue Smithfield Egremont Cumbria CA22 2QA
Type of service:	Care home service without nursing
Date the review was completed:	February 2011
Overview of the service:	19 Beech Avenue provides accommodation for up to eight people who have a learning disability. The accommodation is in a bungalow and a small house linked by a covered walkway. People who live in the bungalow may also have a physical disability. The three people who live in the house may display challenging behaviour.

	<p>The properties are situated in a residential area of Egremont and are within easy travelling distance of the town, public transport and local amenities.</p> <p>The service is operated by Walsingham who have other services in Cumbria and in the whole of England.</p> <p>The service does not have a registered manager at this time but the provider tells us that an application to register is in hand.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that 19 Beech Avenue was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 4th February 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us:

We spent some time with people who live in this service. Most of them communicate through their body language and we judged that people were more than satisfied with the care and services provided in this home.

What we found about the standards we reviewed and how well 19 Beech Avenue was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

This service respects and involves people as much as possible despite the complexity of their needs.

- Overall, we found that 19 Beech Avenue was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

This home does its best to make sure people only receive the kind of care and treatment they have consented to.

- Overall, we found that 19 Beech Avenue was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

The service provides good levels of health and personal care to people with complex and challenging needs.

- Overall, we found that 19 Beech Avenue was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

People in this home are given the right kind of food that will keep them as healthy as possible.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 6: People should get safe and coordinated care when they move between different services

This service is good at working with doctors, nurses and social workers to make sure people get good standards of care.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 7: People should be protected from abuse and staff should respect their human rights

People in the service are protected as much as possible from any form of abuse, neglect or harm.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

Both the house and the bungalow provide clean and pleasant environments for people who live there.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

People in this service get medication that benefits and supports them in a safe and planned way.

- Overall, we found that 19 Beech Avenue was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People who live in this service have a safe and comfortable home which meets their individual needs.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

Equipment in this service is appropriate for the complex and diverse needs of each person who lives there.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

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

This organisation makes sure they only take on new staff who are suitable to work with vulnerable adults.

- Overall, we found that 19 Beech Avenue 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

There are enough skilled staff to give people suitable levels of care and services.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

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

Staff in this service report improved levels of training and support that help them give good levels of care to people.

- Overall, we found that 19 Beech Avenue 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

This organisation makes sure they monitor quality and support staff to make the right kind of changes to improve peoples' care.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 17: People should have their complaints listened to and acted on properly

People are supported to make complaints or raise concerns and any issues are dealt with appropriately.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

Record keeping is good in this service and this helps systems to run smoothly for the benefit of people who live in the service.

- Overall, we found that 19 Beech Avenue was meeting this essential standard

Other information

19 Beech Avenue had a compliance condition at registration. This condition states that there must be an application to register a manager by 1st April 2011. The service did employ a manager who left the service before being registered. They now have an acting manager in place and have provided us with evidence

to show that they are in the process of finalising their recruitment and applying to register a manager. The compliance condition remains in place until this registration process has commenced.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
People who live in this service do not use speech to communicate but during our site visit we saw people were responsive to the respectful way staff treated them. During the visit people were asked about their preferences and staff responded to non-verbal cues.

Other evidence
We were sent a copy of Walsingham's annual report for all their services and this showed that the organisation has lots of ways of involving people who use their services. It also gave evidence of the respectful and dignified way that people who use services are treated by the whole organisation.

The self assessment received by us for other outcomes show how this particular service treat people with respect and use the organisational policies to help staff with everyday practice.

On our visit to the service we saw people being treated with dignity and respect and we spoke to staff who could discuss respect and involvement in relation to people with complex needs. We also saw special communication tools designed to help people have a say in their lives

We have evidence to show that as an organisation Walsingham take any disrespectful treatment of people with a learning disability very seriously. Policies and procedures are in place to protect people and promote involvement and respect.

Our judgement

This service respects and involves people as much as possible despite the complexity of their needs.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
People in this service have complex needs and they could not discuss their consent to treatment. However we did see during our visit that people were asked and were able to show positive responses to interactions with staff.

Other evidence
We did not ask for a self assessment of this outcome but the provider has given us information in other assessments that back this up.

Right at the start the service has specific plans about giving people space and time to decide if the home is right for them. These plans also work when someone needs or wants to move to a different type of environment.

They tell us that when a person has problems speaking up for themselves or where the staff are unsure about consent they take specific actions. This might involve what is called a 'best interest review' where specialist professionals, staff and others will decide who can speak on behalf of the person and what to do in their best interest. The home regularly uses advocates who can assist people to voice their

opinions. Families are involved and asked for their views as appropriate.

We asked social care professionals about this and they had no concerns that people were being cared for against their will.

The company have very specific policies on this and staff in this service take great care to get consent where possible. Currently they are weighing up the need for health care intervention and the person's right to refuse treatment.

During our visit we saw evidence on file showing that consent to care and treatment had been given serious consideration and the relevant professionals brought in.

Our judgement

This home does its best to make sure people only receive the kind of care and treatment they have consented to.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People were able to show us their satisfaction with direct care on the day we visited. No one could verbalise their opinions completely but we met people who were relaxed and comfortable in the environment and who could communicate their immediate needs successfully to staff.

Other evidence
We asked the provider to complete a self assessment about this and we received this within five days of the request. It was detailed and gave plenty of evidence of the careful way this provider plans and delivers care.

We were told about the regular review of care held routinely in the home and of how key workers and managers assess risk related to individual care.

The provider tells us that each person has a person centred plan, a health action plan, a pen picture, an activities plan and that each person has a 'communication board' in their room that explains how people want and need interactions with staff.

We are told that all of these systems help people who have not just physical but emotional and social care needs. We had evidence of individual activities and are

told that staff deployment is based on the needs of each individual.

Some people who live in this service may have needs because they are classed as having autism. Walsingham have a specialist autism officer who attends any review of this type of care.

The provider tells us that they manage challenging behaviour and they take a multidisciplinary approach to this. We know this is the case as we are always informed of any issues of challenge. We have been sent minutes of meetings held to resolve any incidences of challenging behaviour.

The service works with community health care professionals and also use more specialised professionals. We have spoken and written evidence of the home's use of the behavioural management team and of the specialist psychiatrist for people with learning challenges. We have been informed that the service uses clinical psychologists, dieticians, physiotherapists, speech therapists and other specialised nurses and practitioners. The right advice is sought for each person through assesment and sometimes after mult-disciplinary discussions.

Our visit confirmed all of the above and we saw nearly everyone who lives in the service and we had evidence that they receive sensitive and responsive care and treatment in this home.

Our judgement

The service provides good levels of health and personal care to people with complex and challenging needs.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
People in the service could not tell us verbally about how their nutritional needs were being met but we saw people making their needs and wishes known when we visited. Staff responded quickly and appropriately when people needed food or drink.

Other evidence
We had a very comprehensive self assessment sent to us about this outcome which states;

"The service maintains contact with the dietician and speech therapist regarding swallowing difficulties and supporting hydration and nutrition. This is documented and evidenced in their support plan. Fluid in-take and nutrition is recorded on daily charts and handover sheets. Changes in health are recorded in personal notes and support reviewed accordingly via keyworker meetings.

Staff attend food hygiene training and nutritional training and this is ongoing.

All soft blended food is presented on plates and seperated to look appealing and appetising.

Staff are trained in person centred thinking which promotes people's rights to dignity and respect, including mealtimes.

Support plans evidence promoting independence around mealtimes.

Menu plans are accessible where appropriate and minutes of user meetings are available".

We had no concerns from any visiting professionals about this outcome area and other self-assessments describe how people are asked and advised about health lifestyles and healthy eating. The provider tells us they are doing more work to make sure there are guidelines about helping people to take in the right levels of fluids.

The home gives two choices of food at every meal time and snacks in between. People are involved in shopping and cooking wherever possible.

We saw that there were good food supplies in both houses and that some people felt comfortable about helping themselves to snacks. Individual menu plans were readily available and staff followed these during our visit.

People were helped with taking nutrition in a subtle and suitable way and their independence and dignity maintained correctly.

Our judgement

People in this home are given the right kind of food to keep them as healthy as possible.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People who use the service were unable to make comments on this but there were references in notes and by social workers saying that users relatives were happy with the arrangements in place.

Other evidence
Again we did not specifically ask for a self assessment from the provider about this but they have presented evidence about this in their replies for Outcomes 4 and 16.

The staff team work with other professionals including consultants, psychologists, dieticians, district nurses and G.Ps. They also use the services of specialist teams who help with things like mental health needs and challenges to the service.

This multi-disciplinary work is well evidenced in the notifications of any incidents they send us and in copies of minutes we receive from social work teams.

The service uses a particular system to help new people come into the home, allowing time and space for the person, their family and social worker to make the right decision for each person. This measured approach is also taken when the time is right for a person to move on to more independent living. The team do their best to help people remain in their own home even when they may become frailer. Again

they seek support from health professionals and social workers.

We saw lots of evidence of this in the home's visitors' book, in files and in risk management plans. We saw that where there was any issue the staff team were unsure about they quickly asked the relevant specialists. Staff told us they had just had two full days training with the challenging behaviour specialist and how beneficial this was to their everyday work.

Our judgement

This service is good at working with doctors, nurses and social workers to make sure people get good standards of care.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
No one could discuss this with us during the visit but everyone was settled and showed no signs of any anxiety or concern. The atmosphere was one of calm in both the house and the bungalow.

Other evidence
The provider did a self assessment and gave us plenty of good evidence to show that staff in this home are trained in understanding safeguarding and are able to help and support people who use services to speak up if they are being ill treated.

We had evidence from social work staff and from the notification of incidents to show that the staff in the home take the safety and well being of people very seriously.

We had some evidence to show that the home and the other services in Cumbria needed to tighten up the way they report incidents that might be about protection. We met with senior people in the company and discussed this and we have seen a much more efficient reporting system working.

Sometimes due to the nature of individual people's needs the team have to help

people to calm down or prevent any incident happening in the house. We have evidence to show that staff have a lot of training and advice about how to do this correctly. We have evidence to show that this works well and prevents people challenging each other or the staff.

Staff are given the opportunity to talk through these issues individually or in staff meetings. The provider tells us that the outcome of safeguarding referrals is shared and discussed in all their services as an aid to learning.

A lot of work has gone into looking at the two parts of the house and how people live so that people get the best levels of protection.

Some issues that worried staff have been dealt with by the provider and by social workers. Further work is planned to help with this.

The provider gave us evidence to show that people's finances and property are suitably protected to prevent any potential abuse.

We saw examples of these in files and by talking to staff during our site visit. Staff told us they had regular updates to their training and plenty of opportunity to talk to senior officers of the organisation if they were concerned about the vulnerable people they care for

Our judgement

People in the service are protected as much as possible from any form of abuse, neglect or harm.

Outcome 8: 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 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
People were comfortable in their own rooms and in shared areas and showed no sign of discomfort.

Other evidence
When we visited the service both houses were clean and tidy. Infection control measures were in place and staff had all the right equipment to keep the home clean and free from infection.

The organisation employs people who keep the properties clean and free from infection. Both parts of the service were clean and orderly. There were no offensive odours anywhere. Kitchens and bathrooms were clean. Peoples' clothing was fresh and well pressed. Beds were made with fresh linens.

We had no negative feedback about this from any visitors to the properties. Staff said they took pride in keeping the home nice for the people who live there.

Our judgement
Both the house and the bungalow provide clean and pleasant environments for people who live there.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us

People were not able to discuss this with us but we saw people receiving prompt and appropriate help with pain relief on the day of our site visit.

Other evidence

We asked for a self assessment from the service and we were given detailed evidence of the way medication is managed and how staff are trained. We also had evidence to show that regular audits are completed by the pharmacist who supplies the house with medicines. These arrangements were all in order.

We also learned that the home itself does weekly checks on medicines as well as checking each time medicines are given. There was evidence to show that good risk assessments had been completed in terms of supporting people to take their own medicines.

We had an example where the service is working with the GP and the pharmacy to help someone receive medication in a way that will be easier for the person to accept. The specialist consultant for people with a learning disability reviews the medication given to each person on a regular basis. The home tries not to rely on sedative medication and is in touch with G.Ps and the consultant when there are

matters around medication for any kind of behavioural problem.

On the day of our site visit we did not check medication in depth but saw that cupboards were locked and people received medication on time and that signed documents were stored on file.

Our judgement

People in this service get medication that benefits and supports them in a safe and planned way.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us
People were settled and relaxed in their environment. No one was able to comment on the environment as such but we saw people living comfortably in their own rooms and in shared spaces.

Other evidence
We visited both parts of this site – the house and the bungalow. Suitable security measures were in place so that people could have privacy and dignity.
The bungalow is designed for people with limited mobility and there is plenty of space in shared areas, corridors and personal bedrooms. There is a dining room and a kitchen, a laundry room and a lounge area. People also benefit from a large conservatory and a sensory room.

The house is less spacious but it has similar facilities including a sensory room. People who live in this house use all of the space independently. Staff are careful to monitor people’s movements so they remain as safe as possible but can feel at ease in their own home.

We saw a number of bedrooms and each was personalised to individual tastes and contained the right kind of equipment and facilities for each person.

The home has a large garden area and that is split into two parts so people can be both private and secure.

Our judgement

People who live in this service have a safe and comfortable home which meets their individual needs.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

- People who use services and people who work in or visit the premises:
- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
 - Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement
The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings
<p>What people who use the service experienced and told us</p> <p>People could not explain how they felt about using equipment but we saw people looking safe and secure when being hoisted or using other equipment. No one showed any signs of distress when being helped in this way.</p> <p>Other evidence</p> <p>On the day of the site visit we saw various types of equipment. It was obvious in the bungalow that people had received support from occupational therapists and physiotherapists because people had specialised chairs and wheel chairs, hoists and overhead tracks in their rooms. Bathrooms and toilets had specialised equipment for people with restricted mobility. The bungalow also has a special water mattress and a trampoline that allow people with very restricted mobility to relax and experience different types of movement.</p> <p>When we met people and looked at their person centred plans we also saw that there are other types of equipment used. Each plan had risk assessments and management plans for the use of this equipment. When we spoke to staff they confirmed they had received suitable training. This was backed up by the record of</p>

training provided that the acting manager sent us.

She also confirmed that Walsingham have contracts in place for the repair and maintenance of all sorts of equipment that support people in a safe and measured way.

Our judgement

Equipment in this service is appropriate for the complex and diverse needs of each person who lives there.

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 in the service could not comment on recruitment. Walsingham services do include service users where possible but not in this service.

Other evidence
We have evidence to show that recruitment in all the Walsingham services in Cumbria is done through the company's policies and procedures. Nationally the company have a good approach to taking on people only after thorough checks are completed.

We did not ask for paper evidence of recruitment in this service but we spoke to a staff member who had return to the service after a break of a year. She confirmed that all checks had been done thoroughly even although she had already worked for the company.

The acting manager confirmed that there is a robust recruitment strategy in place and that senior officers from the company deal with this so that people are always kept safe.

Our judgement

This organisation makes sure they only take on new staff who are suitable to work with vulnerable adults.

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
The people who live in this service were not able to comment on staffing levels.

Other evidence
We were sent a recent staffing survey completed by Walsingham. The staff group have now split into two teams - one works in the house and the other the bungalow. Staff said things were better now they are two teams with separate aims for two different groups of people. They say that their confidence has improved and that people who live in the service benefit from the same staff giving them care. As one staff member says in the survey. "We now give a consistent approach and this is reflected in peoples' behaviour. We can give more time and do more with the residents".

We asked for two weeks worth of rosters from the acting manager and we received scanned copies of these. We also saw current rosters on the day of our visit. We discovered that there is usually a good ratio of staff to residents. Staff confirmed that there were enough of them to give good levels of care. Extra staff are on duty so that people can go out to visit family or take part in activities out of the service.

The rosters also show that there is a good mix of skills in the staff on duty and we had evidence to show that people receive suitable levels of training and support. Staff told us they enjoyed their work and were satisfied working for the organisation..

Our judgement

There are enough skilled staff to give people suitable levels of care and services.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
People who use the service were unable to comment on this outcome but Walsingham as an organisation do ask, where possible, that people are consulted about staffing.

Other evidence
The staff survey told us that staff had felt unsupported but that this had improved by the creation of two teams each with their own manager. Staff comments in this survey were around maintaining good levels of communication. Their responses showed that people had received training and were keen to keep up to date with more training and development.

We spoke to staff on duty during our visit and they confirmed that they were supported at work and had regular sessions with a manager or supervisor and could discuss any concerns.

They also confirmed that they had regular training sessions and were encouraged to gain qualifications. We received a copy of training records and the training plan for the service. These showed that people received suitable training and support. Staff were enthusiastic about some recent training where the trainer helped them with 'live' examples of resident care needs.

Our judgement

Staff in this service report improved levels of training and support that help them give good levels of care to people.

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
We could tell from our visit that people in the service experience good outcomes because the staff in the home and the company look at matters of quality.

Other evidence
We asked for a self assessment on this outcome and again we received very detailed information pointing us towards the work that is done daily, weekly, monthly and six monthly to make sure quality standards are as high as possible. There is also an annual quality report for the service.

We also received a report after a quality monitoring exercise had been carried out. The company had noted after the last CQC visit that staff in the service had some worries. They conducted a survey and asked for views in staff meetings and then came up with an action plan that would make staff happier at work. They did this so that people who use the service would have a more settled team.

We had evidence to show that the acting manager and the staff team had been helped to look at issues from last year and had made changes that were beneficial to residents and staff.

Our judgement

This organisation makes sure they monitor quality and support staff to make the right kind of changes to improve peoples' care.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us
People were unable to comment on complaints in this service but the organisation has lots of ways to support people to make complaints. In this service people are encouraged to express any concerns.

Other evidence
The acting manager said there had been no formal complaints and that their careful monitoring of responses from people who use the service had raised no concerns. There had been an informal concern expressed by relatives but the files showed that they had been kept fully informed and their concern dealt with.

We had no evidence of the management of complaints in this service but very good evidence of how the organisation deal with complaints within Cumbria. Staff told us that lessons learned from any complaint or concern were, where possible, shared so that the whole organisation could improve and develop.

Walsingham have good arrangements for handling complaints and developing improvement plans even when the complaint was largely unfounded. The policies and procedures are easy to follow and are in an 'easy read' format so that people will feel confident about complaining. Senior officers visit this service regularly and

monitor any concerns.

Our judgement

People are supported to make complaints or raise concerns and any issues are dealt with appropriately.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us
People in this service have 'easy read' person centred plans and some people have plans in their rooms.

Other evidence
When we asked for information and copies of records these were sent to us quickly and efficiently. This would point to a service where record keeping is done correctly.

On the day of our visit rosters, care plans, person centred plans, daily notes and risk management plans were readily available. Good records of a variety of systems were there for inspection and staff told us they could access records when necessary. Staff said they were given copies of their supervision records and training certificates

We had discussed the way the service notifies us of any issues because this had needed some modification. We saw that the staff team were now reporting any notifiable incident correctly, swiftly and in an easy to understand format.

Our judgement

Record keeping is good in this service and this helps systems to run smoothly for the benefit of people who live in the service.



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 Adult 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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