

Review of compliance

MacIntyre Care Anvil Close	
Region:	London
Location address:	21-24 Anvil Close Streatham London SW16 6YA
Type of service:	Care home service without nursing
Date of Publication:	February 2012
Overview of the service:	Anvil Close is a care home service without nursing providing accommodation and personal care for up to twelve people with learning disabilities.

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

Our current overall judgement

Anvil Close 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 Anvil Close had made improvements in relation to:

Outcome 12 - Requirements relating to workers

How we carried out this review

We reviewed all the information we hold about this provider and carried out a visit on 26 January 2012.

What people told us

On this occasion we did not meet with people who use the service, as we visited the service to check compliance with Outcome 12 of the Essential Standards of Quality and Safety, regarding the recruitment of staff.

However, at our last visit to the service, in June 2011, the people told us that they liked living at the home, and that they could make choices about their daily lives, what they wanted to do and what they wanted to eat. We also found that people got the right support to meet their needs and develop independence in their lives. People also liked that the environment was calm and relaxed.

What we found about the standards we reviewed and how well Anvil Close was meeting them

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

The service ensures that people who live at the home are supported by staff who have undergone appropriate pre-employment checks.

Overall, we found that Anvil Close 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 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

We did not discuss this outcome with people who use the service.

Other evidence

At our last visit to the service we found that the service was not meeting this essential outcome.

During this recent visit we found that the service had worked hard in this area to ensure that appropriate and relevant recruitment information and checks had been obtained for each member of staff employed at the service.

The records demonstrated that each member of staff had a Criminal Records Bureau check, references in relation to their suitability for their role, and copies of identification.

Each staff member also had a summary of their previous employment history.

Our judgement

The service ensures that people who live at the home are supported by staff who have undergone appropriate pre-employment checks.

Overall, we found that Anvil Close 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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