

# Review of compliance

Henshaws Society for Blind People  
Henshaws Society for Blind People - 12 Church  
Avenue Harrogate

<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	12 Church Avenue Harrogate North Yorkshire HG1 4HE
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	12 Church Avenue is registered to provide accommodation and personal care for six people who have a learning disability and an additional sensory impairment. The house is situated within walking distance of Harrogate town centre and there are local amenities close by in Bilton. It is a large three storey semi-detached house with a

	small garden to the front and rear. The registered provider is Henshaws Society for Blind People.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Henshaws Society for Blind People - 12 Church Avenue Harrogate 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 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 17 November 2011, 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 talked with two people who were in at the time when we visited the home. They told us about the care they received and what it was like living at the home. People told us that they were well looked after and that they were happy with the care they received. One person commented "It is still great living here" and another person said "It is fine here. We all get on well in this house"

We spoke with people about meals at the home. One person said "I still do the shopping and cooking for myself. I have a choice of what I eat"

We spoke with the Local Authority Contracts Officer who informed us that they did not have any concerns about this service.

### What we found about the standards we reviewed and how well Henshaws Society for Blind People - 12 Church Avenue Harrogate 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**

People are provided with information about the service, involved in decisions about their care and have their views taken into account in the way that the service is provided. Overall, we found that 12 Church Avenue was meeting this essential standard.

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

People living at the home receive safe and good quality care that meets their needs and protects their rights. Overall, we found that 12 Church Avenue was meeting this essential standard.

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

People are protected from abuse and their human rights are protected and upheld. Overall, we found that 12 Church 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**

People benefit from care workers who are competent and well trained. Overall, we found that 12 Church 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**

People benefit from a safe and good quality service, because good, effective quality monitoring takes place which ensures they are always consulted. Overall, we found that 12 Church Avenue 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 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 they were offered choices about the care they receive and gave us examples of how this is done. They also said that staff were very good. People living at the home made comments such "It is still great living here"

#### Other evidence

We spoke with the organisations Community Services Manager who told us that enquiries about the home may come from a variety of sources such as social workers/ care managers and relatives by phone or via the internet through the organisations web page. Henshaws College which is run by the same organisation may also make enquiries on behalf of a student considering a move into the community housing scheme. The support worker said that before people consider moving into the home they or their relatives or care managers/social workers are sent the organisations information pack.

We spoke with the support worker when we visited the home. They told us that when there is a vacancy people are supported to visit the house where the vacancy is before making any decisions. People are then encouraged to visit regular and have overnight/weekend stays. The support worker informed us that this is a lengthy process as this is done at the persons pace and could not be rushed.

We looked at a recent admission into the home and how this was handled. We looked at the assessment record which showed that the person and their relatives were involved. Records also showed that people are involved with making decisions about day to day living and how they wanted to be supported with help from staff. Care plans that we looked at detailed how staff were to meet someone's personal care needs, but also reminded staff to preserve the persons privacy and dignity at all times.

People living at 12 Church Avenue confirmed to us they had been involved in planning their care and the care plans had been signed by the person or by their representative to show their agreement.

People's views are sought about the home wherever possible, as they confirmed they are asked at service user meetings and in questionnaires about their views. They also told us they would inform the staff if they had any concerns.

**Our judgement**

People are provided with information about the service, involved in decisions about their care and have their views taken into account in the way that the service is provided. Overall, we found that 12 Church Avenue was meeting this essential standard.

## 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

During our visit we talked with people about the care they receive. People we spoke with were happy with the care they received. People made comments such as "It is still great living here. If I did not like it I would tell the manager that I wanted to move"

##### Other evidence

During our visit the care of three people was looked at in detail. Each person had an assessment of care needs and a plan of care on file which covered all required areas. The organisation calls these Individual Service Plans (ISPs). Care plans emphasised capacity and improvement to ensure people were treated in a way which maximised their independence. Each area of the care plan included a section on people's daily routine which was very detailed and outcome focused and included many details of people's preferences. Care plans were written in the first person such as 'All about me, how I like to be supported, my morning routine, and so on. All the necessary care assessments and monitoring of people's care was being done. Records such as risk assessments, health assessments and health action plan and mental capacity risk assessments had been completed. Files had separate notes for health care professional visits and comments. Staff made notes about care at regular intervals throughout the day which contained relevant detail. Care plans were regularly reviewed by individual people's key workers and did take into account some of peoples changing needs. All care plans seen had been audited monthly by the manager of the home.

When we talked with people they told us about their needs and staff were also able to tell us in detail about how they met people's needs. People living at the home made

positive comments about the care they received from staff and told us that "The staff are very nice they help us when we need it"

**Our judgement**

People living at the home receive safe and good quality care that meets their needs and protects their rights. Overall, we found that 12 Church Avenue 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

People living at the home told us that they always felt safe and that staff were nice and helpful. Everyone we spoke with told us that they would speak to staff or the manager of the home if they had any concerns or complaints about the service. One person said "I would speak to the manager or key worker, community services manager or an inspector"

##### Other evidence

We held discussions with the support worker during our visit. She was clear about the signs and symptoms of abuse and what course of action she would take when an allegation is made. The support worker also told us that staff had all received the safeguarding training and confirmed this by showing us the training matrix for the home. We were also given a copy of the training matrix for all of the Henshaws Community houses when we visited the offices. This showed what training staff had received and when training needed to be updated.

There have been no recent safeguarding alerts of referrals involving the service.

##### Our judgement

People are protected from abuse and their human rights are protected and upheld. Overall, we found that 12 Church Avenue 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

People said that staff were confident in their job and knew what they were doing and that they were always helpful. People told us "I am quite happy here"

##### Other evidence

During our visit we observed staff assisting people where needed. Staff did not appear to be rushed and spent time talking to people who were living there. Staff spoken with on the day told us that they had the training necessary to make sure that people are well cared for. One told us "It is a good team here everyone is open with each other. It is very relaxed and everyone is comfortable with each other. We get good support from the management team"

We were unable to look at training records at the home as the manager was not there. We had visited the organisations offices before the visit to the home, where we had been given a copy of the training matrix and staff training records for all of the Henshaws Community houses. Records confirmed that staff had received various training in core areas such as food hygiene, medication, fire, safeguarding, health and safety, safer moving loads, equality and diversity, autism and visual impairment training. Staff we spoke to on the day confirmed that they regularly received individual support from their manager. Because we could not access individual staff files when we visited the home, we contacted and spoke with the manager who confirmed what staff had told us.

##### Our judgement

People benefit from care workers who are competent and well trained. Overall, we

found that 12 Church Avenue was meeting this essential standard.

## 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 we spoke with told us they were quite happy with the quality of the care. People made positive comments such as "It is still great living here" and another person said "It is fine here. We all get on well in this house"

##### Other evidence

During our visit to the home we looked at the quality monitoring systems the home had in place. The support worker told us that a compliance audit is carried out by other managers within the organisation. The support worker also told us that the organisations Community Services Manager often carried out visits and records of these visits are held at the head office. Evidence of this was confirmed by the manager of the home following the inspection and the last visit had been carried out in October 2011.

Service user meetings are held to discuss people's views and any issues they have. Staff were also consulted as there was evidence of regular staff meetings taking place.

Surveys called 'What do you think' are sent out to people using services which have been carried out annually and were last sent out in June 2011. The Community Services Manager informed us that this was to change, and surveys would be now sent out twice yearly. This makes sure that everyone has an opportunity to express their views about service provision.

During our visit to the organisations offices we were shown the providers compliance

assessments that had been completed. The Community Services manager said that all the homes managers had completed these. She told us that a lot of work had taken place to evidence and make sure that all of the homes were compliant.

**Our judgement**

People benefit from a safe and good quality service, because good, effective quality monitoring takes place which ensures they are always consulted. Overall, we found that 12 Church Avenue 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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