

Review of compliance

Partnerships in Care Limited 51 The Drive	
Region:	East Midlands
Location address:	Kingsley Northampton Northamptonshire NN1 4SH
Type of service:	Care home service without nursing Rehabilitation services
Date of Publication:	July 2012
Overview of the service:	51 the Drive is owned by Partnership in Care Limited and is registered to provide accommodation and personal care for up to 3 people who have an acquired brain jury. The service does not provide nursing care.

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

Our current overall judgement

51 The Drive was meeting all the essential standards of quality and safety inspected.

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 6 June 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

During the inspection we spoke with three people who used the service.

All the people we spoke with told us that they liked living at the home and they liked the staff. One person told us "I really do like living here and I get on very well with all the staff". They said the food was nice and they all choose the menus on a weekly basis with staff, and they had two choices. All the people told us that the staff respected their privacy and dignity when supporting them. One person told us "staff always knock on my door before they come in to my bedroom".

We observed positive interaction between staff and the people living at the home and staff spoke to people in a dignified manner. The staff attended lots of training to help them meet the people's needs. There were annual surveys, house meetings, review meetings and key worker sessions put in place to give people using the service the opportunity to feedback on the service provided and to contribute to the running of the home. This was also supported by regular visits from the independent advocate.

What we found about the standards we reviewed and how well 51 The Drive 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's privacy, dignity and independence were respected.

The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights

The provider was meeting this standard.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

The provider was meeting this standard.

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

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

The provider was meeting this standard.

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

People were always cared for, and supported by, suitably qualified, skilled and experienced staff.

The provider was meeting this 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

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 expressed their views and were involved in making decisions about their care and treatment. The people we spoke with told us that they all liked living at the home and they got on well with each other. They told us that they had house meetings and were given the opportunity to talk about things that they wanted to do. We looked at the latest minutes of the meeting and this showed that the people were asked about their opinions about the decor of the communal areas, food menus, holidays, and activities the people wanted to undertake. People told us that the food was good and they planned the meals for the week with staff on duty. One person told us that they all went on holidays and this was chosen by them. All the people told us that staff knocked on their doors before they came in their room. They also said the staff spoke to them nicely and took them out to different places.

The manager told us that the people were given the choice to attend the events committee group for the organisation to discuss forthcoming events for all people. One of the people in the home told us that the organisation was celebrating the queen's jubilee at the main sister home and they had volunteered to play the music for that evening. Another person told us that they enjoyed painting and we observed that the pictures they had painted were displayed in the communal lounge.

Other evidence

People were supported in promoting their independence and community involvement. We observed that people had their individual programmes for activities they undertook. The records showed that people went to the local park, fishing, shopping, to town, the cinema, horse riding and to work experience centre. The staff we spoke with told us that the people went out at least twice a day in the community.

The people's files we looked at showed that they had signed a contract, which tells the people about their rights and responsibilities about staying at the home. The medication consent form was also signed by the people and this gave staff permission to deal with their medication.

The plans we saw were signed by the people to show that they had been involved in planning their care.

The staff we spoke to told us that they discussed the care plans and people's individual programmes with them. A copy of the weekly programmes was given to people so they knew what they were doing each day and we saw that these were also displayed in the kitchen. We saw that sometimes the people wrote their own comments about what they wanted to do in some of the activity plans. The manager told us that they reviewed the care plans every two weeks and that the people got invited to the meeting. They said If the person decided not to attend the meeting, they spoke to them afterwards to let them know the outcome of the meeting.

We observed staff interacted well with the people and they spoke to them in a in a respectful manner.

Our judgement

People's privacy, dignity and independence were respected.

The provider was meeting this 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

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. The people told us that they had care plans and a weekly programme to tell them what they were doing each day. Some of the people told us that they helped with cooking, made their own lunch, and did their laundry with support from staff.

Other evidence

We looked at two people's care plans and evidence showed that their needs were assessed before they came to live at the home. This was to ensure the home could meet their needs. The care plans had information recorded about the person's health, personal and social care needs. There were risk assessments carried out for activities the people undertook to make sure they were kept safe. There was information on kitchen assessment, morning and night routines, and different charts for recording behaviour; seizures, activities and food eaten.

The records also showed that people living at the home were able to see a range of health and social care professionals from within the company and externally. These included the general practitioners, clinical psychologists, physiotherapists, social workers, opticians and dentists. The Deprivation of Liberty Safeguards were only used when it was considered to be in the person's best interest. The home had made an application to the Local Authority under the deprivation of liberty safeguards for one of the people living at the home. This was appropriately dealt with by the manager to ensure the person's choice of where they wanted to live was met by holding a best

interest meeting with the relevant professionals. .

The staff we spoke with told us that they read all the peoples care plans so they all followed the same guidelines to meet people's needs. Evidence showed that they had very good understanding of the needs of the people they cared for. They told us that the people had set programmes, which they all followed to meet their needs. They said they worked well with the people's families and kept them updated with their health needs and involved them in the decision making process.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights

The provider was meeting this 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 we spoke with told us that they felt safe living at the home. They told us that they would speak to the manager or staff if they were not happy. The people's care plans we saw had behaviour risk assessments and guidelines in place to help them manage their behaviours. The staff had also received training in managing behaviours that challenge to safe guard the people.

Other evidence

The staff we spoke with told us that they had received training on safeguarding of vulnerable adults procedures. All staff were able to give examples of the different kinds of abuse and knew how to raise concerns to management. They were also aware of the whistleblowing procedures and the appropriate agencies they would contact if they had any concerns.

They told us that they had been working at the home for a number of years and had got to know the people well. They said they would be able to tell if a person was unhappy or if something was wrong from the way they behaved and looked. They told us that the people were also able to tell them verbally if they were not happy.

The training matrix we saw showed that all the staff had received training on safeguarding of vulnerable adults procedures. The manager had a file on complaints and safeguarding. Evidence showed that the appropriate agencies were being informed of any concerns and appropriate action was undertaken by the manager.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

Outcome 09: 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 09: Management of medicines

Our findings

What people who use the service experienced and told us

Records showed that the people had signed their medication consent forms for staff to manage their medication. Medicines were safely administered. One person administered their own multivitamins and had signed their support plan and risk assessment to agree to do this with support from staff. The person told us that they were doing well. Another person told us that they got their medication on time from staff.

Other evidence

Appropriate arrangements were in relation to the recording of medicine. We looked at the people's medication charts and found that they were being completed appropriately and people were getting their medication as prescribed. We saw that the fridge temperatures were being checked and recorded on a daily basis. We checked a random sample of drugs in the medicine cabinet and noted that they were in date. The manager told us that the chemist checked their medication. The staff told us that only staff who had received medication training gave out people's medication. They told us before they gave out medication, they shadowed an experienced member of staff and then they gave out medication when they felt confident. The manager told us that they monitored medication to ensure staff were following the medication guidelines.

Our judgement

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

The provider was meeting this standard.

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

The people were not asked this question. However we were told that some of the people had got involved in the staff recruitment process.

Other evidence

Appropriate checks were undertaken before staff began work. We spoke with three staff on duty and they told us that they had appropriate recruitment checks carried out and did not start work until they had received their full Criminal Record Bureau (CRB) checks. We looked at three staff files and evidence showed that all the relevant recruitment information was obtained before a member of staff started work. The information in the files was easy to find and well documented. The Manager told us that all the staff files had been audited by the organisation.

We spoke to a new member of staff and they told us that they had a very good induction at the sister home and this covered all the mandatory training. They told us that they also shadowed experienced staff on duty as part of their induction. The other staff we spoke with also confirmed that they had good induction training when they started work at the home. They told us that each year all the staff are asked to bring in their passport, driving licence and they have to complete another CRB check. This was to ensure the protection of the people living in the home.

Our judgement

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

The provider was meeting this 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 people told us all staff were very nice and caring. One person told us that they got on well with all the staff and they were all good at their jobs. They told us that the staff took them out in the community and listened to them.

Other evidence

Staff received appropriate professional development. The staff we spoke to told us that they did their training at the main sister home. They told us that the training was provided by qualified people and this was said to be good.

The staff training records showed that they were receiving induction and mandatory training, and other training in areas that was relevant to their professional role to meet people's needs.

The staff told us that they received supervision with their manager or with a senior member of staff every three months. We saw a copy of staff supervision matrix displayed on the office wall. They said if they needed more supervision, this was always available and they only had to ask their manager. They told us that they saw their manager on a daily basis and if they had any concerns, they discussed this with them on the day. All staff told us that they received support from the team and the manager and they worked well as a team. We observed that the staff had good relationships with the people living in the home.

Our judgement

People were always cared for, and supported by, suitably qualified, skilled and

experienced staff.

The provider was meeting this 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

One person told us that they had completed questionnaires in the past with help from staff about living at the home. They told us that they were happy with all their care and liked living at the home.

Other evidence

People who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

The people were able to express their views about the quality of care provided by the home. We saw that they had completed satisfaction questionnaires, and the outcome read for the last survey was very positive. An action plan had been devised from the survey for areas that needed addressing and we were told that these had been met.

The home had an advocate who visited the people on a monthly basis to listen to their views and they feed back to the manager if they had any concerns. The people also had monthly residents meetings, key worker sessions and care plan review meetings to find out their views about how the provider was meeting their needs.

The organisation carried out regulation 10 visits on a monthly basis to monitor the quality of care at the home. All the people had six monthly assessments by the organisation. The funding authorities and the care homes quality monitoring nurses also reviewed people's care needs on a yearly basis. The recommendations made by the quality monitoring nurse were actioned by the manager.

We saw that the staff recruitment files, supervision and training were being audited by

the manager. This was to ensure that all staff were qualified and competent to carry out their roles

The Environmental Health Officer had visited the home and awarded the home five stars, which is very good. The fire officer had also visited the home last year and all was satisfactory. The staff we spoke with told us that a fire alarm drill was undertaken and people were involved with this to ensure they were kept safe. Staff told us that they had also completed fire safety training. We saw personal evacuation plans in people's files we case tracked.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA