

Review of compliance

Solor Care West Midlands Limited
Solor Care West Midlands Limited - 175 Parkgate
Road

Region:	West Midlands
Location address:	175 Parkgate Road Holbrooks Coventry West Midlands CV6 4GE
Type of service:	Care home service without nursing
Date of Publication:	August 2011
Overview of the service:	The service provides a home for up to three people with learning disabilities in a detached house in a residential area in the north of Coventry.

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

Our current overall judgement

Solor Care West Midlands Limited - 175 Parkgate Road 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 21 July 2011, checked the provider's records, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People using the service were positive about it, either with nods and smiles, or comments such as 'I like it here' and 'I can do things that I like.'

What we found about the standards we reviewed and how well Solor Care West Midlands Limited - 175 Parkgate Road 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 living at 175 Parkgate Road are respected and supported in ways that encourage choice and independence.

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

The two people living at the home have their care and welfare well-provided for by the service.

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

People living at the home are safeguarded against abuse by the ethos, practice and procedures of the service.

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

After some lack of consistency in leadership over the past year, staff are now being led and supported in a way that is promoting best practice in all areas of their work.

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 organisation is now ensuring that the quality of the service is being suitably monitored, as part of the process whereby quality is maintained and improved.

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

Both service users appeared happy with their lifestyle and choices they were able to make. One person was able to articulate this with comments such as 'I get out and about' and 'I enjoy it here.' The other person contented themselves with nods, smiles, and occasional words of agreement.

Other evidence

The service is looking for alternative accommodation for both service users, who get on well together, and would like to remain together. The current accommodation is on two floors. One service user finds the stairs difficult, and has a downstairs room, whilst there are worries that the other person may soon find the stairs a hazard. The service demonstrates its involvement of the people concerned in any move by ensuring the involvement of relatives, or an advocate in one instance, to ensure their views are being ascertained and taken into account.

Our judgement

People living at 175 Parkgate Road are respected and supported in ways that encourage choice and independence.

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

Both people who live at 175 Parkgate Road were in when we visited, although they later went out to the shops. Both have lived at the home for a number of years, appeared comfortable and relaxed with each other, their surroundings, and staff. One person, although quiet, frequently smiled and indicated with nods and occasional words that he was happy.

The other person was keen to talk and joke and happy to show us their room, as well as photographs showing places they had been in recent years. Their room was personalised, and full of personal souvenirs.

This person was full of positive comments about life at Parkgate Road, such as 'The staff are good' and 'I like it here.'

Both people were well-groomed and in good health.

Other evidence

Staff were knowledgeable about health needs. Where there were health concerns about one person, the team leader was able to explain how these were being looked into, with outside professional support, in order to ascertain the extent of the problem, and how the person could best be supported.

We had looked at care plans in the 'sister' home, 175a, which were satisfactory, and which the team leader for both homes advised were formatted in the same way, with health care and support plan files.

One person told us proudly how they were now helping out with chores, digging in the garden, as well as washing and vacuuming. Staff confirmed that this was happening.

Our judgement

The two people living at the home have their care and welfare well-provided for by the service.

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

The two service users that we saw during our visit appeared confident and relaxed, and comfortable with staff and their surroundings, with positive comments such as 'I like it here.'

Other evidence

The Provider Compliance Assessment returned by the service detailed policies and procedures aimed at safeguarding people living at 175 Parkgate road, from reporting procedures, not letting people in without being certain of their identity to ways of ensuring that service users' views are heard, such as regular meetings, and visits from senior management. Staff showed a good awareness of abuse issues and what to do in the event of abuse being witnessed or suspected. We saw the details of a recent safeguarding quiz that staff had undertaken to demonstrate and extend their knowledge of safeguarding.

We were asked for verification of identity before being allowed in the building.

Our judgement

People living at the home are safeguarded against abuse by the ethos, practice and procedures of the service.

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

Service users engaged positively with the staff during our visit, and staff and service users appeared relaxed and at ease with each other. When we asked one service user about the staff, they commented 'the staff are good.'

Other evidence

The Provider Compliance assessment returned by the service for 175a Parkgate, next door, detailed appropriate recruitment, induction, and supervision procedures. The same procedures and practices are in place for this service, and the team leader has responsibility for both services. The team leader showed a very good awareness of the service users' needs and how to best meet them. There is a separate staff team for 175 Parkgate. A lack of stable management over the past year had hindered staff effectiveness and morale, but staff we spoke with felt well supported by the team leader now in place, with a new manager appointed to start within the next month. We spoke with the area manager, who acknowledged that there had been a lack of support and awareness of problems at Parkgate, but was able to demonstrate in discussion, and in a 'hands on' presence, a much greater management awareness of how the service can best meet the needs of the people in the service.

The staff we spoke with were positive about training and support, a training matrix shows ongoing training to ensure staff are equipped to fulfil their role, and records showed regular supervision taking place.

Our judgement

After some lack of consistency in leadership over the past year, staff are now being led

and supported in a way that is promoting best practice in all areas of their work.

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 living at the home showed contentment with their lives, choices, and experiences there.

Other evidence

A Provider Compliance Assessment on quality assurance details the audit processes by which management now checks the service, including regular visits, and comprehensive audits to inform the future direction of the service.

Weekly activity charts and support plans detail and reflect activities that service users have enjoyed and continue to enjoy. The same quality assurance processes are used at 175 Parkgate as at 175a, with the same levels of improvements being noted.

Our judgement

The organisation is now ensuring that the quality of the service is being suitably monitored, as part of the process whereby quality is maintained and improved.

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

Document purpose	Review of compliance report
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