

# Review of compliance

Speciality Care (Rest Homes) Limited Ash Street	
<b>Region:</b>	North West
<b>Location address:</b>	23 Ash Street Southport Merseyside PR8 6JE
<b>Type of service:</b>	Specialist college service
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	<p>23 Ash Street is a student residence for Arden College owned by Specialty Care (Rest Homes).</p> <p>The home provides accommodation for up to 4 people aged between 16 and 25 with learning difficulties. The home comprises of individual bedrooms, bathrooms/wetroom, two lounges, dining kitchen areas and a large rear lawned garden area.</p>

	The home is situated in Southport close to the town centre and local bus routes.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Ash Street 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.

### What people told us

During our site visit we spoke to the manager, the learning manager, two staff members and a person living at the home. We also received comments from other professional agencies such as social services and Lancashire Council's Contracts Monitoring Team, to enable us to get an overview of the service.

The service is a small home and only one person was available at the time of the visit. However, comments we received from the person at the home and staff were positive. They included, "Everyone gets along well" and also, "We only want what's best for the people living here." When asked about the staff the person said, "They are all good."

Staff spoken with said they felt the staff team worked well together and because most have been at the home for a number of years they know each other very well. One staff member said, "We all cover for each other when needed."

We talked to staff about the people living at the home and they had a good awareness of individuals' care needs and the importance of treating people with respect and dignity. One staff member said, "I have supported XX for three years and built up a friendship and relationship."

As part of the inspection process we spoke to social services for their view of how the home operates. Although there has been involvement recently in relation to safeguarding matters, they had no issues in respect of the delivery of care and the manager's response to safeguarding concerns.

### What we found about the standards we reviewed and how well Ash Street 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 who live here receive care and support in a respectful, dignified way, by staff who are competent and aware of the needs and wishes of each individual.

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

People who live at the home experience appropriate, effective care and support to ensure they are supported to achieve individual goals and protect their rights.

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

Robust safeguarding procedures are in place to protect people from abuse.

**Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs**

Sufficient well trained numbers of staff were available to meet the needs of people living at 23 Ash Street.

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

Systems are in place to monitor the quality of the service being provided and involve people and stakeholders to ensure the home runs smoothly.

**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

The one person who was available during our visit, told us how he enjoyed his home and college he attended and said when asked about staff support, "They are all great to me".

#### Other evidence

We sat in the lounge with a person who lives in the home and staff. We observed good communication and understanding between members of staff and the person who lives at the home. One member of staff we spoke to said, "I have supported xxx for three years and built up a friendship and relationship."

Although only one of the residents was at home when we visited, we saw evidence of respect and politeness shown to the person. A member of staff asked him if we could look around his room and also before entering rooms the member of staff knocked on doors before entering. We spoke to staff about respect and dignity and one said, "Training is provided but all staff are aware of how to treat people with respect, empathy and dignity".

Care plans we looked at are based upon a general assessment by Social Services and the home. They include both health and social care needs with an emphasis on

promoting independence and developing life skills. Initial assessments were in depth and gave detailed information for staff to understand the person and take into account likes and dislikes. One staff member said, "Involvement of the student is the most important part of the care planning stages".

**Our judgement**

People who live here receive care and support in a respectful, dignified way, by staff who are competent and aware of the needs and wishes of each individual.



## 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

One person living at the home told us he was happy with the daily routines and enjoyed college life, he said, "I like all the teachers at college."

##### Other evidence

Care plans looked at clearly identified what support and care was required and risk assessments were in place with regular reviews, which we found up to date. Records examined confirmed people have regular multi agency reviews at the college to assess how they are progressing. Individual care and education plans were changed and updated when required. Care plans were available to be accompanied with the person should any hospital visits be needed. Care records were written in easily understood formats, so the person is able to have as much input as possible. A staff member said, "All care plans have picture analysis so people can understand them if they need that format." Care records we looked at had individual programmes and very much 'person centred' with evidence of involvement of the person receiving care. A staff member spoken said, "It's important to involve the individual in all aspects of daily life."

Staff explained the function of the home is to promote independence and support people through the college education programme to eventual independent or supported living. A staff member spoken with said, "We aim to help people with general life skills such as finances, cooking, and community living and build relationships."

Activities at weekends and evenings were centred on each individual and a plan of activities was shown to us by the staff. Care plans we looked at identified people's

preferences when it came to leisure time. One staff member said, "We have transport available and activities vary." Picture formats were available to show community based and home activities, to ensure people with communication difficulties have an understanding and choices.

We spoke to Lancashire Council's Contracts Monitoring Team who told us they currently had no issues with the service being provided by the home's staff and management.

We made contact with the Community Engagement Officer Lancashire Link Support Team who did not respond with any issues about the service.

**Our judgement**

People who live at the home experience appropriate, effective care and support to ensure they are supported to achieve individual goals and protect their rights.

## 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

There were no specific comments made by people who use the service with regards to this outcome.

##### Other evidence

The home has procedures in place for dealing with allegations of abuse. The staff members we spoke with confirmed they had procedures in place and 'whistleblowing' policies.

We asked staff how they would react if they saw an act of abuse or neglect within the home. One person we spoke to has knowledge of the procedure to follow and was confident it would be dealt with properly. One staff member said, "I recently updated safeguarding training during the summer holiday."

We looked at training records for safeguarding and they indicated when staff had completed courses, and when they are due to be updated. We spoke to the manager and learning manager who told us, "Throughout the company training access is good." This was confirmed through talking with staff and looking at records.

The service has had a number of safeguarding incidents recently in relation to one person. Records looked at show these issues have been dealt with by the management and strategies have been put in place to support and help people.

We had contact with Lancashire Council's Contracts Monitoring Team who told us they

are aware of the issues and are confident the home is addressing the situation. They have no concerns with the care and support provided by the home. We spoke to the learning residential manager of the service who said, "We have very good links with the safeguarding team and alert them of any concerns. They have been really helpful."

**Our judgement**

Robust safeguarding procedures are in place to protect people from abuse.

## 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

There were no specific comments made by people who use the service with regards to this outcome.

##### Other evidence

Staffing rotas we looked at and discussion with personnel showed a good skills mix of support workers and management. The small staff team were flexible and support each other when required. A staff member we spoke to said, "We don't have a problem with staff shortages we all get on well and cover is not a problem".

Information provided to us and by looking at a training records and talking to staff confirmed most of the staff team have achieved a recognised care qualification, achieved at various levels so that people are supported by competent well trained staff. One staff member said, "Access to training is very good".

##### Our judgement

Sufficient well trained numbers of staff were available to meet the needs of people living at 23 Ash Street.

## 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

There were no specific comments made by people who use the service with regards to this outcome.

##### Other evidence

The manager told us they have a variety of ways to monitor the quality and improve the service. They include, annual surveys, spot checks, resident and staff meetings. The manager informed us they have unannounced monthly visits to the home and undertake audits, to ensure the home is running efficiently. They talk to staff and people at the home on how they could improve things. Staff spoken to said they feel part of the decision making processes and the management are very supportive and approachable. Comments included, "Everyone gets along well" also, "We only want what is best for the people living here and the management support that."

Discussion with the manager, staff and documentation we looked at confirmed minutes of staff meetings are kept and any suggestions and changes to improve the home are implemented. One staff member spoken with said, "We all have a say to improve the home."

##### Our judgement

Systems are in place to monitor the quality of the service being provided and involve people and stakeholders to ensure the home runs smoothly.

# 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

<b>Document purpose</b>	Review of compliance report
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