



Review of compliance

Ashbridge House Limited Ashbridge House	
Region:	East
Location address:	29 Honiton Road Southend-on-Sea Essex SS1 2RY
Type of service:	Care home service without nursing
Date of Publication:	February 2012
Overview of the service:	At the time of our visit Ashbridge House was registered to provide accommodation for persons who require nursing or personal care. Up to eight people can live in Ashbridge House. People living there have care needs associated with long term learning disabilities.

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

Our current overall judgement

Ashbridge House 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 31 January 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

People using this service were in the main unable to communicate with us verbally in a meaningful way. However people through gestures, facial expressions, body language and interactions indicated that they were happy and content living in Ashbridge House. We saw that staff understood people's needs and responded to non-verbal cues when providing support.

What we found about the standards we reviewed and how well Ashbridge House 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

The provider is compliant with this outcome. As far as possible people are encouraged to make choices in their day to day lives. This is because staff understand the importance of giving people choices and encouraging their involvement.

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

The provider is compliant with this outcome. People receive good support because their needs are properly assessed and planned for. Staff understand people's needs and work with them in ways that support as far as possible their independence and individuality.

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

human rights

The provider is compliant with this outcome. People living in Ashbridge House receive safe care and support because staff are trained and have a good understanding of safeguarding issues and procedures.

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

Although people using the service were mostly not able to tell us their experiences we saw that they interacted well with staff and were relaxed and happy. Staff gave people choices and encouraged them to make their own decisions as far as possible.

Other evidence

We saw that staff treated people in ways that respected their individuality. Management and staff were very aware of the need to maintain people's privacy and dignity. We read and saw examples of how the service works with people's behavioural needs while at the same time ensuring that their privacy and dignity is preserved.

We saw and heard that staff offered people choices and that people were free to follow their own routines and go where they wished in the home.

Care records showed us that as far as possible people have care options explained to them and are encouraged to make choices in their daily lives.

Our judgement

The provider is compliant with this outcome. As far as possible people are encouraged to make choices in their day to day lives. This is because staff understand the

importance of giving people choices and encouraging their involvement.

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 were mainly unable to tell us verbally about their experiences but looked relaxed and well cared for. We saw people engaging with staff and a music activity looking content and happy. One person became upset and staff dealt with this in a sensitive and caring manner.

Other evidence

At our visit of 31 January 2012 we saw that people were comfortable and well cared for. An advocate who had previously worked with people living in the service told us, "I have never had any concerns about the care and support that people receive."

During our visit we looked at some support plans. Plans in place were clear and easy to follow. They would enable care workers to easily identify people's needs and meet them in ways that they prefer. Support plans identified goals for people and how these were to be achieved. Some people had a pictorial/easy read version of a personal support plan in place to aid their understanding. The manager told us that a communication project is currently underway to look at things such as better use of pictorial support plans, other information and signage around the building to assist people's understanding and orientation.

A member of staff told us, "We try to encourage people to make choices and be as independent as possible." We saw that in practice staff offered people choices and encouraged their autonomy. Support plans included robust risk assessment processes. It was clear that all elements of assessing and planning people's support are kept under

regular review. Daily records, health care records were all satisfactorily maintained and showed that people are supported to maintain good health with appropriate other professionals involved in their care.

Training records showed that some care workers at the home had undertaken appropriate training such as in epilepsy, diabetes, and dementia to help them meet the diverse needs of people living in the home.

Support plans in respect of people's social needs could be better developed. The manager told us that this process is in hand. However, it was clear that people's preferences about activities and occupation were understood by staff. Day care staff work at the home to provide activity, occupation and opportunities to go out and about in the community. A member of staff told us that this area of care has improved and that, "We are now doing much more activities with people." Projects such the sensory room project are providing people with more facilities and items to engage with. Equipment is loaned from a local resource so that staff can identify what people like.

The service has their own transport available so that people can access the local community.

Our judgement

The provider is compliant with this outcome. People receive good support because their needs are properly assessed and planned for. Staff understand people's needs and work with them in ways that support as far as possible their independence and individuality.

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 using the service were not able to directly communicate with us verbally. However, people through facial expressions and body language showed that they were comfortable and at ease. People were relaxed in staffs' company and used positive facial expressions and vocalisations.

Other evidence

Training records showed us that staff had been trained in safeguarding vulnerable adults. A training plan and records seen showed that further updates are planned. This will ensure that staff understand what abuse is and their responsibility to report any concerns.

Appropriate information was available to staff about safeguarding and whistleblowing both through local authority guidelines and organisational procedures.

We saw that staff had a good understanding of people's behavioural needs and dealt with situations in a calm and caring manner.

Our judgement

The provider is compliant with this outcome. People living in Ashbridge House receive safe care and support because staff are trained and have a good understanding of safeguarding issues and procedures.

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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