

# Review of compliance

## Cheshire West and Chester Council Leftwich Community Support Centre

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| <b>Region:</b>                  | North West   |
| <b>Location address:</b>        | Old Hall Road<br>Leftwich Green<br>Northwich<br>Cheshire<br>CW9 8BE  |
| <b>Type of service:</b>         | Care home service without nursing  |
| <b>Date of Publication:</b>     | October 2011   |
| <b>Overview of the service:</b> | <p>Leftwich Community Centre is a purpose built facility that is owned and managed by Cheshire West and Chester Council. It is situated in its own ground in a residential area of Leftwich, close to Northwich town centre. It is a two storey building and all bedrooms are single.</p> <p>Day care support is also offered in a lounge which is central to the building</p> |

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|  | <p>but used only for this purpose.<br/>Fees for this service are based on an individual assessment of need and can be obtained from the manager.</p> |
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Leftwich Community Support Centre 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 20 September 2011, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

Leftwich Community Support Centre is a short stay and respite service, where people stay for a short period of time and are not permanent residents there. There is also a day centre attached to this service and some of the people who come to stay there also have regular day care there as well.

We spoke to people who use the service and they said:

"The staff are smashing and I am treated well. The food is quite good. I have no complaints."

"I like it here, the staff are good and kind."

"It is nice here, I am well looked after."

We spoke with relatives of the people who use the service and they said:

"The staff are kind and friendly. I visit my relative regularly during their stay. I have no complaints or problems."

"The staff are very good and showed us where our relative was. The staff are friendly and my relative likes it here. The meals are good. We have no concerns about the service"

We spoke with staff and they commented:

"I have worked here 5 years. I enjoy my work and talking to the people here. The staff are brilliant and work well together as a team. The manager is very good and her door is always open. She is supportive to staff. The training is good and we have regular refresher courses."

"I have worked here for 11 years. We work well as a team. The manager is good. I enjoy working here."

"The training is good"

"I enjoy working here and I like my job and talking to the people staying here."

We also spoke with other professionals. They commented:

"No problems with this service. The staff are helpful, but sometimes I cannot find the staff member I need. People who have stayed here have said the staff are lovely and good to them."

"Generally the service is ok. The staff meet the needs of the people staying there. It has a homely atmosphere. Staff are very helpful. "

"The manager is fine, she knows her role and likes things done well. The staff team work well together. The manager and staff appear to know the people who are staying there well. "

## **What we found about the standards we reviewed and how well Leftwich Community Support Centre 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 encouraged to express their views and these are taken into account by the staff. People can be confident they will be treated with dignity and respect

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

People's care and support needs are met.

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

People who are staying at Leftwich Community Support Centre can be confident that their rights are upheld and they are kept safe.

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

The people who use the service can be confident they are supported by a well trained workforce and the staff are well supervised.

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

Leftwich Community Support Centre has effective monitoring processes in place which include people who use the service being consulted about the service provided.

## **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 who are staying at Leftwich Community Support Centre were asked about their experiences of how the service involved them and kept them informed. They confirmed they were encouraged to express their views and that these were taken into account so that the care they received was in line with their wishes.

People spoken with stated they were given information about the service before they came to stay.

##### Other evidence

The files of three people were examined during the visit. These contained all the necessary details to ensure that people's needs were being met. They included care plans and risk assessments that were tailored to the individual persons needs. A copy of the statement of purpose and information guide was available. However, information in the statement of purpose was out of date, so people who use the service did not have current written information about the service provided.

The information guide contained a wide range of information about staying at Leftwich Community Support Centre, with a picture of the service included. Also there were details of how to make a complaint and other useful information. It had been reviewed by the manager in July 2011.

A leaflet called planning your stay, which gave brief information about what is provided on short stay and respite care, was also available.

**Our judgement**

People are encouraged to express their views and these are taken into account by the staff. People can be confident they will be treated with dignity and respect

## 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

We spoke with people who were staying at the service and their relatives to gain their views on how well the staff provide safe and appropriate support. They said their support needs were being met and that they were confident of the support they received from the staff.

Comments from people were positive. They said, "The staff are friendly and helpful"; "Staff are ok" and "The staff are good."

##### Other evidence

During the visit we looked at a selection of care plans and found that each person had a detailed individual plan of care. Also included in the documentation were risk assessments, all of which were up to date.

We also looked at three care plans in more depth. The care plans gave detailed information. Each record showed a good account of what a person needs to support them. On the whole the support for people who were staying at the service received was good. The care plans showed nutritional support where needed and on discussions with some people they said that the food was good. Medication details were also recorded in the care plans, to show what each person was prescribed and details of what this was for.

A range of activities are provided during the stay and these include nail care; table games; bingo; quizzes; dominoes; newspaper reviews; reminiscence; and exercises. People are also invited to many of the activities that are happening in the day care lounge.

Daily contact sheets are completed by the staff when tasks have been undertaken. All the documents seen contained good accounts of these tasks and were well written. On discussion with visiting professionals, although they agreed that staff knew the people staying there well, they felt that more detail within the contact sheets would be good, so that when they looked at the records a full picture of the person's abilities can be seen. During the visit we saw the communal areas and a selection of bedrooms. The décor throughout the service and the general standard of the service was good. The service didn't have any unpleasant odours.

**Our judgement**

People's care and support needs are met.

## 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 who we spoke to said that they were able to approach staff. People commented that staff would listen to any concerns they had and act on them. None of the people spoken with expressed concerns about the service.

##### Other evidence

The Local Authority Safeguarding team confirmed that they had received seven safeguarding alerts, one of which is currently being investigated.

CQC was aware of the safeguarding referrals made to the Local Authority over the last year.

The manager was able to confirm they were aware of what to do in the event of a suspicion or allegation of abuse and staff had attended training on safeguarding adults. The staff commented about the safeguarding training that, "The course has fulfilled my aim", "Course very informative", "Discussions and listening to other peoples views was good" and "I thoroughly enjoyed the course."

##### Our judgement

People who are staying at Leftwich Community Support Centre can be confident that their rights are upheld and they are kept safe.

## 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 told us that they felt the staff were able to deliver care and support needs effectively. They felt the staff approach was good and felt confident with the care and support offered.

##### Other evidence

During this visit we looked at the files of two staff. We found that staff had supervision on a day to day basis and this was confirmed by staff spoken with. There was more formal supervision on a regular basis and records of these sessions were kept on staff files. Also annual appraisals are undertaken and these were all up to date. The manager confirmed that the needs of the people staying at the service were discussed on a regular basis.

The staff files also contained information on training undertaken. A wide range of training was available to the staff team. Training included courses on moving and handling; Safeguarding of Vulnerable Adults (SOVA); emergency aid, food hygiene, infection control and fire awareness.

Many staff had also undertaken a wide range of specialist training to meet the needs of the people staying at Leftwich Community Support Centre. These courses give the staff extra knowledge and understanding about illnesses that may affect some of the people who stay at the service.

All the care assistants have National Vocational Qualification (NVQ) level 2 in care or equivalent. All the senior care assistants have NVQ level 3. One senior care assistant also has the dementia care mapping award. The manager has NVQ level 4 in social care and the leadership and management award. These qualifications help to ensure that the staff team is qualified to meet the needs of the people staying at the service.

Staff commented, "The training was good"; "I enjoy working here" and "I like my job and taking to the people staying here."

Staff meetings are held on a regular basis throughout the year. The senior care assistants hold monthly meetings and the care staff and general assistants have quarterly meetings. The night care assistants have occasional meetings but are encouraged to send a representative to the care and senior care meetings. The manager confirmed that this system of meetings worked well for the service.

**Our judgement**

The people who use the service can be confident they are supported by a well trained workforce and the staff are well supervised.

## 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

We spoke with people who were staying at the service and their relatives and they told us that they are consulted about their care and support and they feel their wishes are listened to.

##### Other evidence

The service has a range of ways to ensure that people who stay there and their relatives are consulted with about their care and support. These include,

- 1- A complaints procedure of which a copy of this was seen in the information guide.
- 2- Service user's forum which has occasional meetings and the last one was in December 2010.
- 3- A newsletter which is produced by one of the care assistants. This gives good details of what is happening each month, and other useful information.
- 4- Visits by the provider which used to be carried out each month, but the last one was completed in January 2011. The manager was not sure why these have declined.
- 5- Carers group which is a new venture for the service. This is an eight week course that is being held at the service for carers. As the people staying there are on short stay or respite care, and not permanent residents.
- 6- Range of thank you cards and letters. Some of the comments include:
  - Thank you for being so caring and cheerful
  - Thank you for looking after me so well
  - Thank you for your support

- Staff are so kind
- Thank you for all your help and support
- Thank you for caring so well
- Your staff are committed to providing excellent care with very strong interpersonal skills.

**Our judgement**

Leftwich Community Support Centre has effective monitoring processes in place which include people who use the service being consulted about the service provided.

# 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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