

Review of compliance

Cheshire West and Chester Council CWAC West Cheshire Network

Region:	North West
Location address:	22 Dover Drive Ellesmere Port Cheshire CH65 9EP
Type of service:	Supported living service
Date of Publication:	May 2012
Overview of the service:	The agency is run by Cheshire West and Chester Council to provide care and support to adults who have a learning disability and who live in their own homes. The aim of the agency is to promote independence, develop confidence and increase skills. The agency currently supports 22 people in their own homes.

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

Our current overall judgement

CWAC West Cheshire Network 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 12 April 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with some of the people who use the agency and some family members and they all agreed that the staff were very nice, polite and respectful and we observed staff responding to people with patience and kindness.

People using the service and their families told us that they felt well cared for and safe and they were satisfied with the support they received.

We received positive feedback about the staff team and we observed care staff carrying out their duties. The team appeared organised and there were sufficient numbers of staff on duty to meet the needs of the people who were being supported by the agency. We were told that there is an open atmosphere and that the manager and staff team were approachable. Other comments included "The support my relative receives is very good. The staff provide support very well", "The staff team are wonderful, they go beyond the call of duty for example they recently took my son on holiday and supported him for the whole time he was away, and he had a great time there" and "The manger is excellent, he really cares for the people who use the service and the staff team."

Other comments from relatives included "The training of staff is excellent and we are involved in meetings which is good as it keeps us up to date with what is going on. The manger is excellent and he really cares for the people who use the service and the staff team", "Sometimes I think my relative spends too much time on his own, but I do know that is what he likes to do, and the staff respect the time he likes to spend alone", "This is a very good agency. My son has been supported by them for over 12 years. We have carers meetings and these are very useful as we can raise any concerns or issues we have and they are usually dealt with very quickly. My son has a programme of activities which are designed to meet his individual needs. We are lucky to have this service and we are involved in his life. My son feels safe at home and out and about with the staff team" and "The carers meetings are good but we are not always informed well in advance

and this can cause problems with attendance. My son's day to day care is good and his medical condition is well managed. He is well looked after by the staff. His activity plan has improved recently and he is getting out and about more often. On occasions there have been a lot of staff changes and this is upsetting and disruptive for my son. It takes staff quite a long time to get to know him and his needs and then the staff change. It is also frustrating to me as I just get to know people and then they move."

On discussions with the staff team it was evident that they were aware of the peoples needs and that they had taken time to get to know them. Other staff comments included "The staff team do a lot of good work. People who use the service get out and about in the community and have full lives. The manager and senior manager are very supportive of the service users and staff." He said he was confident he could speak to either of them and know that his concerns or issues would be taken into account. He said "there is a wide range of training available and people were encouraged to attend training courses" and "The staff team need some direction and support but they are a good team who work well together. The manager is okay and you can chat to him and air any problems or concerns you may have. He is good at addressing issues. The training is good here with many courses you can attend and also mandatory courses that you have to attend."

What we found about the standards we reviewed and how well CWAC West Cheshire Network 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

Staff have up to date information regarding people's care so ensuring they are able to meet those needs.

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

People who use the agency can be confident that they are protected from abuse and that their rights are upheld.

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

People who use CWaC West Cheshire Network agency are supported by a well trained and supervised staff team.

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

There are a range of monitoring processes in place, which include the people who use the service being consulted on their experiences of CWaC West Cheshire Network.

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 who use CWaC West Cheshire Network and their families were asked about their experiences of how the agency 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 and support they received was in line with their wishes. Relatives confirmed they were encouraged to attend meetings and to be involved in the care planning process.

Other evidence

The personal files of three people were seen during the visit. These contained the necessary details to ensure that people's needs were being met. They included care documentation and risk assessments that were tailored to the individual person's needs. People also who use the agency and their families confirmed that they were involved in the care planning process and that they have opportunities to ensure that their needs are met by the staff.

People who use the service have access to consultation and house meetings which are held on a regular basis. People are also involved in the person centred plans which are written with the staff team and service user.

Throughout the day we saw the interactions between staff members and people who are supported by the agency staff. We saw that people were treated with dignity and

respect and that staff were warm and caring when they were supporting people.

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 use the agency and their families to gain their views on how well the staff provided safe and appropriate support. They said their support needs were being met and that they were happy with the support they received from the staff. Comments from people were positive. They said, "The staff are good", "The staff are friendly" and "I like it here."

Other evidence

During the visit we looked at three care plans and found that each person had information within three separate file which included a person centred plan of care. Also included in the documentation were risk assessments. All files were up to date and had comprehensive information within them. However, it was noted that much of the information was duplicated across the three files. During discussions with the manager it was agreed that these files should be streamlined and duplicated information removed making the files easier to use. The manager said that there was an excess of information because copies of certain information had been kept in the activities room until recently and now this is no longer needed. Medication details were also recorded to show what each person was prescribed and details of what this was for.

Daily records, signed and dated by the staff team gave good details of what an individual had done that day and their general wellbeing.

During the visit we spent some time observing the care and interactions that were taking place within the activity centre which is located near to the homes of the people using the agency. This centre is specifically for their use and one of the people were

holding a birthday party on the day of our visit. Examples of good practice that we observed included staff talking to people in a gentle manner and supporting them to do tasks in a caring way. Staff were quiet, kind, courteous and caring in their attitude towards people who use the service. Staff moved close to a person when speaking to them and sat beside a person when assisting them to eat their lunch. Throughout all the interactions people living at the home were treated with dignity and respect.

Our judgement

Staff have up to date information regarding people's care so ensuring they are able to meet those needs.

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 said that staff were approachable. 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 agency.

Relatives confirmed that people were kept safe at home and out and about with the staff.

Other evidence

The service had made three safeguarding referrals over the last year, which were reported appropriately and resolved. The Local Authority Safeguarding team confirmed that they had no concerns regarding this service and the Care Quality Commission was notified of the referrals at the time by this agency.

The manager had completed the Provider Compliance Assessment for this outcome area and it was noted that actions to be undertaken to become fully compliant included code of conduct forms for staff to be signed and the physical intervention policy to be cascaded to the staff team. These were due to be completed by September 2011 and evidence showed this had been completed.

The staff team had attended training on safeguarding awareness, so they were aware of the action to take in the event of an allegation of abuse. Staff spoken with confirmed they were aware of what to do if they had any concerns about the safety or well being of people they were supporting.

Our judgement

People who use the agency can be confident that they are protected from abuse and

that their rights are upheld.

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 meet their care and support needs effectively.

Other evidence

During this visit we looked at the files of three staff.

We saw that staff were supervised well on a day to day basis. Formal supervision and annual appraisals had been completed and staff had time to reflect on their individual work progress or their long term training needs. Copies of these sessions were kept and seen during this visit.

The staff files contained information on training undertaken. Inductions were undertaken with new staff which covered all that was needed to undertake the job. Other training included moving and handling; infection control; fire safety; safeguarding; medication; health and safety and food hygiene. Other specialist courses included emergency aid, diabetes, peg feeding, Mental Capacity Act and valuing diversity. Training on autism awareness communication and autism awareness sensory is mandatory for all staff as all the people supported have a diagnosis of Autism. All courses were up to date.

We saw that out of 61 support workers 47 have or are currently working towards a relevant National Vocational Qualification (NVQ) qualification. Out of 8 senior support workers 7 of them have or are working towards an NVQ in management. The National Vocational Qualification (NVQ) is a nationally recognised qualification for people working in the field of care and this means that a well trained staff team supported people who live in the home.

Staff commented, "The training is good here and I have undertaken many courses" and

"I enjoy working here."

Our judgement

People who use CWaC West Cheshire Network agency are supported by a well trained and supervised staff team.

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 use the agency and their families and they told us that they were consulted about their care and support and they felt their wishes were listened to.

Other evidence

The home had a range of ways to ensure that people use the agency and their relatives were consulted about their care and support. These included a complaints procedure and copies were available to the people who use the agency. There had not been any formal complaints recorded within the last year. The Care Quality Commission had not received any complaints about this service during the last year. A new complaint form has been developed by the service that is easier for people who use the service to access. Tests had been carried out to ensure that people were aware that they can complain if they need to and what will happen if they do. The local authority also has comments, complaints and compliment policy. The manager had completed a Provider Compliance Assessment tool for this and it showed that a service user specific complaints form should be designed and completed by September 2011. This had been achieved. Neither the agency nor Care Quality Commission had received any complaints over the last year.

Meetings are held with various staff groups. These are held on a regular basis with minutes kept. This ensures that staff are kept up to date with changes within the home and that they have the opportunity to be involved in the future planning of the home. A full team meeting is usually held twice a year, however group meetings of the activity support workers, senior support workers and support workers are held on a regular basis.

An informal process is in place where compliments are received from people who use the service, their carers or family members and from other professionals. The manager stated that he did pass on compliments to the staff team when they are received through team meetings and on an individual basis, however this information is not kept in one place and therefore valuable feedback can be lost. During discussions with the manager he agreed that this information should be stored centrally for easy access. House Meetings are held on a monthly basis with minutes kept in each house, and bi-monthly consultation meetings are held alternate months and a representative from each house attend these meetings. Minutes are kept and were seen during this visit. District and Carers Meetings are also held on a bi-monthly basis and records were seen from these meetings. Also carers spoken with confirmed that they were invited to these meetings and attended regularly to keep in touch with what was happening at the service.

Audits are carried out by the unit manager and the senior support workers each month. These focused on all aspects of the service including documentation of people who use the service, environment, staffing and management. This also included actions to be taken when necessary. A sample of these documents were seen during this visit.

Our judgement

There are a range of monitoring processes in place, which include the people who use the service being consulted on their experiences of CWaC West Cheshire Network.

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
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