

Review of compliance

Alpam Homes The Chase	
Region:	London
Location address:	165 Capel Road Forest Gate London Essex E7 0JT
Type of service:	Care home service without nursing
Date of Publication:	November 2011
Overview of the service:	The Chase is an 8 bedded care home for young adults with learning disabilities. The service is located in the London Borough of Newham, opposite Wanstead Flats and within short walking distance of local amenities and Manor Park overground station. Bedrooms and communal areas are located on the ground and first floors. All bedrooms are ensuite and there is no lift facility. The

	service has its own minibus.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

The Chase 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, 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 that could verbally express their views told us that The Chase was a good place to live. Other people expressed their views through their families, and through our own observations. People presented as being relaxed and at home, and we saw a good rapport between people living in the home, care staff and the manager.

What we found about the standards we reviewed and how well The Chase 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 given choices and treated with respect.

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

The service supports people to meet their holistic needs.

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

The service takes appropriate actions to protect people.

Outcome 14: Staff should be properly trained and supervised, and have the chance

to develop and improve their skills

People are supported by sufficient staff that receive good training and supervision.

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

Thorough systems are in place to listen to the views of people and their supporters.

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

We spoke to a relative of a person living at the service. The relative told us that the person is "safe, happy and well looked after – they (staff) are marvelous and couldn't have done more here, all the staff have been very kind". The relative told us that the person had said that they loved living at The Chase.

On the first day of the inspection all of the people living at The Chase had gone out for different activities in the local community. We returned at the weekend and met five people; two had gone to stay with their families. One person showed us their photographs from a number of holidays to a town of religious significance in Europe. Staff participated in a knowledgeable and supportive manner, as they recognised the personal importance of these photographs.

We observed that staff introduced us to each person in the care home and explained how they were supporting each individual to engage in meaningful activities of their own choice; for example, one person was using sensory equipment in the lounge and another person was watching their own DVD in their bedroom.

Other evidence

A relative said that the service had provided a gradual admission for a person, enabling

the person to visit for a couple of mornings and afternoons, followed by overnight visits and weekend stays. The relative described how staff had consistently promoted choices and dignity for the person in regard to both the admission process and their daily life at the service.

We looked at two of the care plans, which were very person-centred and reflected the needs and wishes of people.

Information is provided about independent advocacy services.

Our judgement

People are given choices and treated with 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

One person communicated to us through using sign language and a communication board, and other people communicated with limited verbal language or non-verbally. One person explained that they liked living at The Chase and preferred to spend time in their own room reading books. One person expressed that they were looking forward to autumn activities arranged by the service, such as the fireworks display held on Wanstead Flats (directly opposite The Chase).

Other evidence

We found that people are supported to lead fulfilling lives. All of the people living at the service were out at their activities on the first day that we visited.

Through looking at the care plans and the activities sheet, we found that people were taking part in activities such as drama productions, arts and crafts, ten-pin bowling, pottery, shopping trips, cinema, theatre and holidays. The service supported people to retain links with their families and friends; a relative stated that the service welcomed visitors and were very helpful with arrangements for people to spend weekends away.

We found that the premises are welcoming and pleasantly decorated, and people are provided with very homely, comfortable and individualised bedrooms. The service has created a new, smaller upstairs lounge, which two people (who get on very well together) like to use for chatting, having manicures, watching favourite programmes and listening to music.

The care plans evidenced that the health care needs of people are identified and

addressed. A relative told us that the service had provided excellent support to a person when they were admitted to hospital, visiting daily and spending a considerable amount of time at the hospital. Healthy eating is promoted, as people are supported to choose fresh fruit and vegetables every week at a farm shop. When we visited we found that there was a good selection of healthy foods and drinks, including the locally grown produce and more exotic fruits.

Our judgement

The service supports people to meet their holistic 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

Most people living at the service were not able to tell us their views. We spoke to one person living at the service and the relative of another person, who both expressed that the registered manager and staff made people feel safe, supported and relaxed. Both people knew how to make a complaint and felt confident that any complaint would be taken seriously and promptly responded to.

Other evidence

The service produced appropriate policies and procedures for safeguarding people. Staff received training. We had not identified any issues of concern prior to this visit.

Our judgement

The service takes appropriate actions to protect people.

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

Most people living at the service were not able to tell us their views.

Other evidence

We checked the staffing schedules and noted that there is a sufficient number of staff rostered each day, in order for people to receive the support that they need at home and within the community. We looked at the training matrix and found that staff are provided with mandatory training, and other training to meet the specific needs of people living at the service. We found that staff are able to provide us with detailed information about people living at the care home. They demonstrated how to use specialist equipment and how to communicate with people that do not have verbal communication. Staff have recently completed a course to meet the needs of people that are deaf-blind and explained how they use their newly acquired knowledge to improve care.

Our judgement

People are supported by sufficient staff that receive good training and supervision.

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

Most people living at the service were not able to tell us their views.

Other evidence

The service receives monthly unannounced monitoring visits by an independent healthcare professional. The monitoring reports that we read were very detailed and included clear action plans for any issues identified. We saw evidence that satisfaction surveys are regularly sent to people living in the home, all their families and appropriate local health and social care professionals.

Our judgement

Thorough systems are in place to listen to the views of people and their supporters.

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
Author	Care Quality Commission
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