

# Review of compliance

Trident Reach The People Charity Manor Park	
<b>Region:</b>	West Midlands
<b>Location address:</b>	24 Manor Park Grove Northfield Birmingham West Midlands B31 5ER
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	November 2011
<b>Overview of the service:</b>	Manor Park is situated within a residential area. It provides accommodation for people who have learning difficulties. The home provides personal care. Nursing care is not provided.

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

## Our current overall judgement

**Manor Park 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 to check whether Manor Park had made improvements in relation to:

Outcome 13 - Staffing

### How we carried out this review

We reviewed all the information we hold about this provider and talked to staff.

### What people told us

We did not speak with people who are using the service because we did not visit the home.

### What we found about the standards we reviewed and how well Manor Park was meeting them

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

There are adequate numbers of staff to meet the recreational, personal and care needs of people who live in the home.

### 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 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

We telephoned and spoke with the manager of the home. He told us that the occupancy of the home had increased. This was because a new person had been admitted to the home. We were told that the home had four people living there.

The manager told us that the day time staffing levels had increased since the previous review, to three and two at night. He said there were sometimes only two care workers on duty during the evening shift.

We enquired about people who required two care workers for personal care. The manager said that one person required a hoist for all transfers but no care was needed at night because they sleeps all night.

We asked if people could go out into the community when they wanted to. We were told that was not a problem and the manager advised that he was also available during Monday to Friday to assist with people going out.

##### Other evidence

During the previous review carried out in May 2011 we made a compliance action because there were not enough staff on duty each day to provide safe care and to assist people in going out into the community.

We requested to be sent four recent weeks of duty rota so that we could confirm what had been discussed on the telephone. The rota was sent to us quickly and it confirmed

that staffing levels had improved.

**Our judgement**

There are adequate numbers of staff to meet the recreational, personal and care needs of people who live in the home.

# 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
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
<b>Further copies from</b>	03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Copyright</b>	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA