

Review of compliance

Progress Care and Education Limited The Bungalow	
Region:	North West
Location address:	47 Todd Lane North Lostock Hall Preston Lancashire PR5 5UR
Type of service:	Care home service without nursing
Date of Publication:	December 2011
Overview of the service:	This is a spacious and tastefully decorated 3 bedded bungalow, adapted to meet the needs of each person living there. Everyone is encouraged to bring their own belongings and make choices about the decor in their own rooms. The service is located on a bus routes and close to the leisure centre, shops, cafes and cinema. People living at the home have access to a vehicle.

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

Our current overall judgement

The Bungalow 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 14 November 2011, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

The people living at the home use alternative ways to communicate to that off speech. In observing their body language, movements and methods of communications, we did not pick up on anything that give us cause for concern during this visit.

During the time of our visit, people living at the home did not comment, or make us aware of any issues relating to the various outcome areas. People at the home gave us the impression they were being well looked after. This was demonstrated by the body positive language shown by people when at the home, and when the staff were working with them.

What we found about the standards we reviewed and how well The Bungalow 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 living at the home are treated with respect.

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

The care and support people receive promotes their health and wellbeing.

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

People receive a service from a provider who takes steps to prevent abuse and does not tolerate any abusive practice should it occur.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

The systems relating to the management of medication promotes peoples well being and health.

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

People living at the home are supported by a well trained and effective 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 appropriate systems in place to make sure the manager and staff routinely check the quality of the services provided at 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 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

The people living at the home use alternative ways to communicate to that off speech. In observing their body language, movements and methods of communications, we did not pick up on anything that give us cause for concern during this visit.

During the time of our visit, people living at the home did not comment, or make us aware of any issues relating to this outcome area.

Other evidence

We found information in the care plans to show that the people living at the home had been involved in an assessment of their needs before they moved into the home. These assessments not only involved the person but also their relatives and people close to them. We watched how the staff worked and supported people in the home and saw that this was done in a dignified way, based on their individual needs and personalities.

Our judgement

People living at the home are 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

During the time of our visit, people at the home gave us the impression they were being well looked after. This was demonstrated by the body positive language shown by people when at the home, and when the staff were working with them.

Other evidence

We found information in people's care files to show that individual care plans had been put together to show how their needs should be met. These plans are reviewed regularly and updated as and when needed. Our observations of people's care and need showed that the staff work with people on an individual basis. The care and support provided to people promotes the rights and choices of each person as much as possible. Not only do the staff provide personal care, they are very much involved in emotional care and also meeting people's complex healthcare needs.

Our judgement

The care and support people receive promotes their health and wellbeing.

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 living at the home did not comment, or make us aware of any issues relating to this outcome area.

Other evidence

Discussions with the staff showed that they are knowledgeable with reference to protecting people from harm or abuse. The staff receive training in the area of safeguarding people from abuse, regular updates are provided, and staff are encouraged to be vigilant when working with people so as to be alert to the signs and symptoms of abuse or neglect. There are very clear procedures in place that give information about how and when to restrain a person if they are posing a danger to either themselves or others. The records and care notes show that this is something that is used as a last resort, and that other tactics such as redirection and talking to a person is always used first, and is usually very successful.

Our judgement

People receive a service from a provider who takes steps to prevent abuse and does not tolerate any abusive practice should it occur.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People living at the home did not comment, or make us aware of any issues relating to this outcome area.

Other evidence

We looked at the systems relating to the management of medication. We found these to be in good order. Staff working with medicines at the home were very knowledgeable about the different types of medication, how it should be used, when and why. The records relating to medications were found to be accurate.

Our judgement

The systems relating to the management of medication promotes peoples well being and health.

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

People living at the home did not comment, or make us aware of any issues relating to this outcome area.

Other evidence

The rotas shows that there is a good ratio of staff. People at the home are offered individualised staff support on a one to one basis, and sometimes on a two to one basis depending on the activity they are involved with. The company provides the staff with induction and on going training relating to the work they are asked to undertake. Staff at the explained that they are involved in some very specialised training based on the needs of the people living at the home. Training records held at the home confirmed this. Staff receive supervision and appraisals, and this time is used to reflect on their practice.

Our judgement

People living at the home are supported by a well trained and effective 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

People living at the home did not comment, or make us aware of any issues relating to this outcome area.

Other evidence

The service manager for the home explained that there are various systems in place to monitor and assess the quality of the services provided. These include regular audits, file checks, observations of care, inspections and discussions with the people living at the home, their families and the staff. Information contained within some of the records at the home confirmed that there are good systems in place.

Our judgement

There are appropriate systems in place to make sure the manager and staff routinely check the quality of the services provided at 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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