

Review of compliance

<p>Dimensions (UK) Limited Dimensions 61 Somerset Road</p>	
Region:	London
Location address:	61 Somerset Road New Barnet Barnet Hertfordshire EN5 1RF
Type of service:	Care home service without nursing
Date of Publication:	April 2012
Overview of the service:	<p>Dimensions 61 Somerset Road is a care home for five adults of either gender, who have a learning disability. The home is a detached two-storey building in a quiet residential area with amenities close by. There are four bedrooms upstairs and one downstairs, along with an adapted shower, which is a suitable facility for someone who has difficulties with mobility. There is a Registered</p>

	Manager in post.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Dimensions 61 Somerset Road was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 28 February 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

We spoke with one person who was able to communicate verbally. Other people who use the service communicate through non-verbal methods. We observed care practices in order to find out about their experiences.

Staff interacted positively with people using the service and maintained their privacy and dignity throughout the duration of our visit. There was a cheerful and inclusive atmosphere in the home and staff respected people's choices. Staff were able to interpret people's gestures and non-verbal communication, and responded appropriately to these, ensuring people's needs were met. People using the service looked well cared for, appeared relaxed and showed signs of well-being. We asked a person if they liked living at the home, and they told us "yes, its alright, not bad not bad". People had a busy schedule of activities.

When we asked a person who used the service if they felt safe at the home, they answered "yes, it's alright". People appeared comfortable in the presence of staff and in the company of each other. We asked a person using the service if they felt there was enough staff to support them at the home. They answered "yes". Staffing levels were adequate for enabling people to live active lives, but management cover could be strengthened to assure the quality of care.

What we found about the standards we reviewed and how well Dimensions 61 Somerset Road 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

Staff understood the need to respect people's privacy and dignity and staff interactions with people using the service were sensitive and respectful. The provider ensured as far as possible that people were respected and involved in their care and treatment.

Overall, we found that Dimensions 61 Somerset was meeting this essential standard.

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

People using the service had an individual support plan, which ensured that people received a service that met their needs.

Overall, we found that Dimensions 61 Somerset was meeting this essential standard.

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

There were clear policies and procedures in place to minimise and prevent abuse from occurring within the service. Staff received the necessary training in order to understand and recognise the signs of abuse and know what to do to respond to these.

Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard.

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

There was a sufficient number of support staff on duty for meeting the day-to-day needs of people living at the home. However there was not always management cover provided to oversee and assure the standards of care.

Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard, but to maintain this, we suggested that some improvements were made.

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 were systems in place for monitoring and improving the quality of the service for people so that they received quality care.

Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this

report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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

Staff interacted positively with people using the service throughout the time of our visit. Staff sensitively supported people to get ready for their afternoon activities and explained to them that their car would arrive shortly to take them there. There was a cheerful and inclusive atmosphere in the home. Staff respected people's choices for example to sit and be with staff in the office or to sit in the lounge. Staff were able to interpret people's gestures and non-verbal communication, and responded appropriately to these, ensuring people's needs were met. Afternoon staff greeted people warmly and affectionately when they arrived to commence their shift. People's privacy and dignity was maintained throughout the duration of our visit.

Other evidence

Each person living at the home had a personalised support plan. These contained a good level of detail about people's likes and dislikes and support needs, including their cultural needs and communication needs. Staff were working hard to update the support plans using the Dimensions' new support plan format, which provided greater detail of the needs and preferences of people using the service. Information within these support plans included ways to ensure that people were well supported based on what was important for them and outlined what a "perfect week" would look like for the individual. For example one person expressed that spending time with family and

friends was important to them. This detailed information within people's support plans enabled staff to provide care which was centred around their individual needs and preferences.

People's individual support plans outlined ways for supporting people to make their own decisions, for example staff were asked to show a person two pictures from the menu board so that they could choose what they would like to eat. Daily records showed how people were supported to participate in activities of daily living such as cooking and setting the table for dinner and tidying up.

Each person had a structured weekly activities programme, which was in pictorial format to enable people to understand the document. Staff told us that they involved people in their care reviews and that over time, they had got to know what each person's likes and dislikes were through observing their non-verbal cues.

Our judgement

Staff understood the need to respect people's privacy and dignity and staff interactions with people using the service were sensitive and respectful. The provider ensured as far as possible that people were respected and involved in their care and treatment.

Overall, we found that Dimensions 61 Somerset was meeting this essential standard.

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

People using the service looked well cared for, appeared relaxed and showed signs of well-being. People had a busy schedule of activities. On the morning of our visit, one of the people attended their day service whilst in the afternoon, two people went out to their Karaoke session. A trip to the local pub was arranged later that evening for another person.

Other evidence

People's support plans contained a good level of detail to enable staff to understand and meet people's care needs. Risk assessments identified individual risks and outlined risk management strategies to promote and protect people's safety and well-being. Detailed health action plans were in place showing evidence of recent referrals to appropriate multi-disciplinary team members, ensuring professional input was sought as required.

Staff spoken with demonstrated a good understanding of the needs of the people living at the home and in particular their key client. They told us how they were reviewing support plans to make them more person centred. They showed us examples of support plans they had been working on. These were more detailed and provided excellent detail on the needs of each person.

Staff told us that the home had a vehicle which was used for supporting people to access the community.

Our judgement

People using the service had an individual support plan, which ensured that people received a service that met their needs.

Overall, we found that Dimensions 61 Somerset was meeting this essential standard.

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

When we asked a person who used the service if they felt safe at the home, they answered "yes, it's alright". People appeared comfortable in the presence of staff and in the company of each other. Dimensions' policy on prevention of abuse was available to people in a pictorial format and was on display on the home's notice board in the activities room.

Other evidence

At the time of the inspection visit there were no ongoing or unresolved safeguarding issues. Staff confirmed that they had received training in safeguarding people from abuse and they were also aware of the home's whistle blowing policy.

Staff spoken with confirmed that they had not witnessed any abusive practices in the home. They commented that they would be confident in reporting any issues of concern to the management team. Staff commented that they felt that people were well cared for at the home.

People's care records highlighted their vulnerability to abuse and exploitation and where applicable, behavioural management guidelines were in place.

Our judgement

There were clear policies and procedures in place to minimise and prevent abuse from occurring within the service. Staff received the necessary training in order to understand and recognise the signs of abuse and know what to do to respond to these.

Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard.

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 asked a person using the service if they felt there was enough staff to support them at the home. They answered "yes". When we visited the home, there was two support staff on duty in the morning and afternoon to support people using the service. Staffing levels were adequate for enabling people to live active lives.

Other evidence

The Manager of the service is also responsible for managing another care home, which means that they are unable to be at the home on a full time basis to supervise care. The Assistant Team Leader (ATL) position is shared with the other home but the Assistant Team Leader does not work from Dimensions 61 Somerset Road. This means that the home does not have full day-to-day management cover to support the staff team and to ensure that standards are maintained. The service would benefit from having a full time Assistant Team Leader in post based at this location as soon as possible, so that management cover could be provided when the Registered Manager is away from the service.

People using the service benefited from receiving care from a stable staff team, who understood their needs well. There was one full time support staff post vacant at the time of our visit, which was being covered by staff working additional hours and by regular relief staff. Staff commented that they felt the staffing levels were sufficient for meeting the needs of the current client group. There was a sleep in staff on duty at night to ensure that the needs of people living at the home were safely met during the night. Staffing rotas were checked, which confirmed that there were two staff on duty at

all times during the day to support people who use the service.

Our judgement

There was a sufficient number of support staff on duty for meeting the day-to-day needs of people living at the home. However there was not always management cover provided to oversee and assure the standards of care.

Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard, but to maintain this, we suggested that some improvements were made.

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 asked a person if they liked living at the home, and they told us "yes, it's alright, not bad not bad". People appeared happy and relaxed at home.

Other evidence

The provider told us within their registration transition application form that "regular senior management audits are used to gather and assess a range of quality and safety indicators including reviewing accidents, incidents and near misses, allegations of staff misconduct and how these are being investigated, comments and complaints. These audits also involve observations of staff practice and, where possible, interviews with the people using the service."

Staff showed us records of compliance audits that had recently taken place in November 2011, which showed that a range of quality and safety indicators were assessed including the home's management of medication and finances. Staff told us that they had received a compliance audit the day before our visit also which demonstrated that the provider was assessing the quality of service offered to people on a regular basis.

Staff told us that monthly key worker meetings were held with people's key worker to review the month and to plan ahead and to establish any complaints of concerns that people may have had.

The care home recently received a rating of 3 stars Score on the Door from the local

authority Environmental Health department. This confirmed the achievement of good standards in respect of food safety.

Our judgement

There were systems in place for monitoring and improving the quality of the service for people so that they received quality care.

Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 22 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 13: Staffing
	<p>Why we have concerns:</p> <p>There was a sufficient number of support staff on duty for meeting the day-to-day needs of people living at the home. However there was not always management cover provided to oversee and assure the standards of care.</p> <p>Overall, we found that Dimensions 61 Somerset Road was meeting this essential standard, but to maintain this, we suggested that some improvements were made.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 28 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

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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