

Review of compliance

Homes Caring for Autism Ltd Holly Tree Cottage	
Region:	South West
Location address:	Holly Tree Cottage 243 Berrow Road Berrow Burnham-on-Sea Somerset TA8 2JQ
Type of service:	Care home without nursing
Publication date:	May 2011
Overview of the service:	<p>Holly Tree Cottage is registered to provide care to up to seven people. The home provides care and support to people who have a learning disability.</p> <p>It is a large detached property within easy walking distance to local shops and a public transport route.</p>

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

What we found overall

We found that Holly Tree Cottage was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 19 April 2011, observed how people were being cared for and talked with people who use services. We talked with staff, checked the provider's records, and looked at records of people who use services. We also asked the manager to provide some written information about how they were complying with some outcomes.

What people told us

Many people living at Holly Tree Cottage are unable to fully express their views verbally about the care which they receive. The home uses a variety of communication methods to ensure that people are able express their views and make choices about their day to day lives.

We were able to speak with some people living at the home and to observe care practices.

There is a cheerful, warm atmosphere in the home and constant interaction between the people who live and work there.

Everyone appeared very comfortable and relaxed with the staff who supported them. People said that the staff were “nice” and “kind.” People said that it was a lovely place to live and that they were very happy. People said if they had any worries or concerns they would speak with a member of staff. It was noted that people were reminded how to make a complaint at a recent house meeting.

There is a wide range of activities for people to take part in and everyone has a personal weekly activity plan. People said that there were always enough staff to support them with activities. One person said that they preferred to have male staff support them and the care plan showed that this is always facilitated.

People are able to choose their activities. People said that they went to college, to local clubs and attended nearby churches. One person said that they had been able to plan a holiday away with another person living at the home and staff.

At the time of the visit some people went out to a local country park and took a picnic lunch, and other people went out with a member of staff to their chosen activity. After lunch one person said that they were going out for a bike ride with a member of staff and another said that they were going bowling.

People said that they liked the food in the home and always had plenty to eat. We noted that people had unrestricted access to the kitchen and were able to make drinks and snacks at any time. People are able to choose to eat in the dining room or in their personal rooms if they prefer. Some rooms have basic kitchen facilities to enable people to make light meals and drinks.

What we found about the standards we reviewed and how well Holly Tree Cottage was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People are able to make choices about the care that they receive. People are assisted in a manner which promotes privacy and dignity.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People living at the home give consent to the care and support they receive.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People are involved in their care planning to ensure that all care is person centred and tailored to their abilities, wishes and needs.

Outcome 5: Food and drink should meet people's individual dietary needs

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People receive adequate food and fluid and are able to make choices about the food they eat and where they have their meals.

Outcome 6: People should get safe and coordinated care when they move between different services

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

The home works in partnership with other agencies to ensure that people receive care that is appropriate to their needs and wishes.

Outcome 7: People should be protected from abuse and staff should respect their human rights

- Overall, we found that Holly Tree Cottage was meeting this essential standard

The risks of abuse to people are minimised by the homes policies, procedures and staff training.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People live in a clean environment which minimises the risk of the spread of infection.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People are supported to take medication at the prescribed times in their preferred manner.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People live in a homely environment and are able to personalise their rooms according to their needs and interests.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

The home is comfortably furnished to meet the needs of the people who live there.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

A robust recruitment procedure minimises the risks of abuse to people living at the home.

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

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

People living at the home are supported by sufficient numbers of staff to meet their needs.

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

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

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

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

There are systems in place to monitor the quality of the service provided and enable people to influence changes.

Outcome 17: People should have their complaints listened to and acted on properly

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

The home has systems in place to ensure that people living at the home and their representatives can raise concerns. All complaints made are investigated and responded to.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

- Overall, we found that Holly Tree Cottage was meeting this essential standard.

Records in the home are well maintained and up to date. They demonstrate how people are involved in their care and able to influence the running of the home.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People living and working at the home said that people were involved in all aspects of their care.

Everyone has a care plan that is personal to them. These give details of peoples' likes and dislikes as well as their needs. People living at the home have abridged versions of their care plans which are easily understandable. At the end of each week everyone living at the home meets with a member of staff to complete a form called "How was my week." The form is in symbol format to make it understandable to the people who live at the home. This gives people a chance to discuss what has made them happy, what they have enjoyed, not enjoyed and anything which has made them sad. We saw copies of these forms which had been signed by the person living at the home.

Staff spoken with during the visit demonstrated a good knowledge of each individual and were able to show how they assist people to make choices about their care and day to day lives. Some people make their views known through behaviour and this

informs staff practice.

Everyone living at the home has their own room where they are able to spend time privately if they wish to. We observed that staff interacted with people in a friendly and respectful manner. All personal care is carried out in private to promote privacy and dignity.

Other evidence

The home uses pictures and symbols to assist people to make choices. We looked at two care plans in detail. These gave clear details of how people communicate and make choices about their day to day lives.

Our judgement

People are able to make choices about the care that they receive. People are assisted in a manner which promotes privacy and dignity.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

During the visit to the home we observed that staff explained to people what was happening during the day and gained consent when they assisted people. People have access to their care plans and have activity charts in their rooms to keep them informed.

We noted that one person was asked if they would like to take part in a certain activity and they refused. Staff respected this decision.

One person has requested that only male staff work with them and this has been facilitated.

Staff spoken with during the visit felt that everyone had the capacity to give consent to daily support and were aware of how individuals communicated their consent or refusal.

Other evidence

Written information provided by the home states that they provide information in a

variety of formats to assist people to make decisions and give consent to their care and support. This was observed during the visit.

Staff spoken with stated that they had received training on the Mental Capacity Act and were able to demonstrate an awareness of this legislation.

Each person living at the home has a 'Traffic light plan' which can be taken to hospital if the person is admitted. This gives details of the persons' capacity to consent and information about significant people who may need to be involved in decision making.

Our judgement

People living at the home give consent to the care and support they receive.

Outcome 4: 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 4: Care and welfare of people who use services.

Our findings

What people who use the service experienced and told us

We looked at two care plans for people living at Holly Tree Cottage. Both were extremely comprehensive and gave clear guidelines to enable staff to support people in a person centred way. Care plans set out a basic pen picture of the individual outlining the persons' personality, likes and dislikes. This is followed by a full support plan covering all areas of care required. Pictures are used to assist people to understand parts of their care plan. Care staff said that they found the care plans informative and used them in their everyday work.

The care plan gives information about general health and includes details of healthcare professionals involved and appointments attended. Staff said that they assist people to attend appointments outside the home and daily records seen confirm this. There are plans in place for specific health concerns including epilepsy. We observed that one person had a mood chart in their room where they could indicate to staff if they were in pain at any time.

To assist people to demonstrate appropriate behaviours they have positive incentive reward schemes in place. These have been drawn up in partnership with the person living at the home and are based around the persons' interests and expressed goals. Reward charts are kept in personal rooms and one person explained to us how their system worked. They seemed very satisfied with the system and aware of

why it was in place.

Everyone living at the home takes part in a wide range of activities according to their abilities and interests. Everyone has a weekly activity plan which covers activities within the home and in the community. As well as leisure activities people also take responsibility for some household tasks to maintain and develop independent living skills. One person said that they plan their activities with a member of staff at the beginning of each week.

The home has two vehicles and is on a bus route which enables people to easily access the local community. One person said that they ride their bike to the town centre.

Other evidence

Written information provided by the home gives details of how this outcome is met. It states that anyone interested in moving to the home has their needs fully assessed and are able to spend time at the home before deciding to move in. Information states that each person has a care plan which is devised with them. It states that any "areas of assessed need are supported by positive risk strategies where it is deemed there is a sufficient level of concern to warrant this." Information seen at the time of the visit confirmed this.

Our judgement

People are involved in their care planning to ensure that all care is person centred and tailored to their abilities, wishes and needs.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

There is varied menu in the home and minutes from the last house meeting show that people are able to make suggestions of meals to be incorporated into the menu.

The main meal of the day is in the evening when everyone is at home. On the day of the visit several people went out and took a packed lunch with them and other people had sandwiches at mid day. People said they are able to choose what they have for lunch each day. Some people have basic kitchen facilities, such as toasters and kettles, in their personal rooms. One person said that they make their own breakfast every day.

There is a communal dining room at the home but some people prefer to eat in their rooms. People have unrestricted access to the kitchen and are able to make drinks at any time throughout the day and night.

Everyone has sections in their care plan entitled eating and drinking and preparing food. These set out people's meal routines, their likes and dislikes and the support they require with making snacks and meals.

People asked said that the food at the home was very nice and that they always had plenty to eat and drink.

Other evidence

Daily records are kept about each person living at the home and these records include all food eaten each day.

Our judgement

People receive adequate food and fluid and are able to make choices about the food they eat and where they have their meals.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us

All individuals are registered with local doctors and other healthcare professionals according to their individual needs. All appointments are recorded in personal files.

To ensure that each person receives appropriate coordinated care all have a hospital 'Traffic light assessment.' This gives 'red' information that anyone providing care must know, 'amber' information highlighting things that are really important to the individual and 'green' information which outlines basic likes and dislikes. This ensures that any medical staff looking after a person from the home has up to date information to make any visit to hospital as stress free as possible.

Other evidence

The home provided written information stating how they were compliant with this outcome. It states "Holly Tree Cottage works in partnership with each individual GP to ensure referrals are made to the appropriate services eg speech and language, psychiatry, psychology, neurology, rheumatology etc."

Our judgement

The home works in partnership with other agencies to ensure that people receive care that is appropriate to their needs and wishes.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

At the time of the visit people living at the home appeared very relaxed and comfortable with the staff who supported them.

Some people living at the home are unable to fully express themselves verbally. Everyone has access to a pictorial concern/complaint card which they are able to hand to staff to inform them that they are not happy about something.

The whistle blowing policy is clearly displayed in the home to give information to staff about how to report serious concerns outside the home.

Other evidence

The home has policies and procedures about how to recognise and report any suspicions of abuse. Staff spoken with said that they had received training in the protection of vulnerable adults. This training is undertaken at induction and then a refresher course is available every three years. The training matrix provided shows that with the exception of two members of staff all have completed this training.

Our judgement

The risks of abuse to people are minimised by the homes policies, procedures and staff training.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

At the time of the visit all areas of the home seen were clean and fresh. There are suitable hand washing facilities around the home for the people who live and work there.

Other evidence

There is a small laundry at the home which is appropriate to the needs of the people who live there. The washing machine has a sluice programme and there are hand washing facilities available. The laundry was clean and well organised. Clean and dirty laundry is stored separately.

The training matrix shows that the majority of staff have completed training on infection control

Our judgement

People live in a clean environment which minimises the risk of the spread of infection.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us

No one currently living at the home has been assessed as being able to administer their own medication. Each person has a lockable cupboard where medication is dispensed from. Care plans give information about each person’s medication and how they like to take it. This ensures that people receive their medicines in a manner which is appropriate to them. Care plans also give details of when and how epilepsy rescue medication should be given. The training matrix shows that staff have received specialist training in the administration of this medication.

Other evidence

All staff asked said that they had received training in medication administration. Some staff are currently undertaking further comprehensive training in this area of work.

Each person has a personal medication administration record which is signed by staff when medication has been given.

Our judgement

People are supported to take medication at the prescribed times in their preferred manner.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

Holly Tree Cottage is a large detached house with accommodation set over two floors and an office on the third floor. There are garden areas to the front and back of the house.

Although the home is registered to provide accommodation for up to seven people it is currently configured to provide six single rooms and communal space.

We saw a sample of bedrooms and noted that all had been personalised in line with the needs and interests of the individual. People said that they liked their bedrooms and one person said that staff were going to help them to redecorate in their chosen colour scheme.

Results of the most recent quality assurance survey show that people living at the home were happy with the house and their personal rooms. Staff felt that the house provided a family style environment but some commented that some areas required up dating.

Other evidence

Written information provided by the home states that they carry out monthly health and safety checks including electrical checks and reviews of risk assessments.

Our judgement

People live in a homely environment and are able to personalise their rooms according to their needs and interests.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

No one using the service requires specialist equipment to meet their needs. The home is comfortably furnished.

Other evidence

The building is fitted with a fire detection and emergency lighting system which staff said is checked as part of the weekly and monthly health and safety checks.

Our judgement

The home is comfortably furnished to meet the needs of the people who live there

Outcome 12: Requirements relating to workers

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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People living at the home appeared very comfortable with the staff who supported them.

The homes most recent quality assurance survey was conducted in earlier this year. Comments from relatives included “All (staff) have a very professional approach to their work,” and “We could not ask for more helpful or cheerful carers.”

Other evidence

Staff spoken with said that they had undergone a robust recruitment procedure which included application forms and formal interviews. They had not had their position confirmed until appropriate checks had been carried out. During the visit we looked at three recruitment files. These contained copies of interview notes, written references and confirmation that enhanced Criminal Records Bureau (CRB) checks had been received.

Our judgement

A robust recruitment procedure minimises the risks of abuse to people living at the home.

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

Staffing levels in the home are determined by the needs of the people who live there. Everyone has a full activity programme and people said that there were always enough staff to support them with all activities.

At the time of the visit staffing levels were adequate to meet the needs of people and ensure that everyone was able to carry out their chosen activities.

16 members of staff completed a satisfaction survey in January this year. 15 rated the staffing levels as good or excellent.

Other evidence

All staff spoken with said that there were always sufficient staff to meet the needs of the people living at the home. Copies of duty rotas provided show that staffing levels are consistent.

Our judgement

People living at the home are supported by sufficient numbers of staff to meet their needs.

Outcome 14: Supporting workers

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 workers

Our findings

What people who use the service experienced and told us

Staff working at the time of the visit demonstrated a good knowledge of the individuals living at the home and their needs.

Other evidence

There is a clear staffing structure in the home, giving clear lines of responsibility and accountability. There is a registered manager and two senior support workers. Each shift is led and coordinated by a shift leader. This gives ongoing support and guidance to less experienced staff. One member of staff said “There’s always someone to go to if you need advice.”

Staff said that they had only begun work in the home once they had completed part of their induction programme which included undertaking statutory training and information about autism. All staff said that they had access to ongoing training. One member of staff said training was “Superb.” Another member of staff said that there was a wide variety of training arranged by the home and they had access to training outside the home.

All staff said that they received regular supervision. The manager provided a training log which showed good attendance at training.

Our judgement

People living at the home are supported by a well trained and motivated 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 have opportunities to share their views and be involved in the running of the home. There are regular house meetings and everyone has the chance to meet with individual members of staff.

We observed that people living and working at the home were very comfortable with the registered manager. She demonstrated a good knowledge of individuals and people said that she was very visible in the home.

Other evidence

The home provided written information outlining how they were complying with this outcome. There are various audits carried out in the home and the area manager carries out a three monthly audit. Copies of these audits were seen and showed that they cover all aspects of the service.

Information states that staff supervisions are carried out every four to eight weeks to support staff and monitor the quality of care provided.

There are annual satisfaction surveys for people living at the home, staff and

relatives. The last survey was carried out in January this year and all results have been analysed to show how the home is performing and to highlight any areas for improvement. Once results have been analysed the manager is asked to complete an action plan if there are areas which require improvement. Results of the most recent survey showed a high level of satisfaction from all respondents.

Our judgement

There are systems in place to monitor the quality of the service provided and enable people to influence changes.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us

The home uses a variety of communication systems to make sure that people are able to express any concerns that they have about their care. One person said that they would tell the staff if they were not happy. Some people have symbol charts in their rooms where they are able to indicate their mood on a daily basis. There are also cards that people living at the home can hand to staff if they are unhappy about their care or support but are unable to verbalise their concerns.

The minutes of a recent house meeting note that people were asked if they knew how to make a complaint.

Staff spoken with during the visit demonstrated a good knowledge of the people living at the home. Staff felt that they would recognise any changes in behaviour which may indicate that a person was unhappy.

Other evidence

The home has a formal complaints procedure. In the past 12 months the home has received three complaints. Records show that all were investigated and responded to in a timely manner.

Our judgement

The home has systems in place to ensure that people living at the home and their representatives can raise concerns. All complaints made are investigated and responded to.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us

Personal records relating to people using the service showed evidence that they were regularly reviewed to ensure that they were reflective of peoples' up to date needs and wishes. Daily records are written about each person and these record any significant events or incidents. Each individual meets with a member of staff weekly to discuss things they have enjoyed or not liked during the week. This enables people's activity and care plans to be up dated in line with any changes.

Other evidence

At the time of the visit we requested to see various records relating to individuals and to the running of the home. All information was made available, all records seen were well maintained and up to date.

Care plans were person centred and up to date.

Records relating to staff showed that people are protected by the homes recruitment and training procedures.

Duty rotas demonstrated that there is always a senior member of staff on duty and

staffing levels are consistent.

Minutes of meetings show that a wide variety of information is shared and that there are opportunities for people living and working at the home to make suggestions.

Quality assurance records showed that there are systems in place to monitor the quality of the service and seek the views of people who live at the home.

Our judgement

Records in the home are well maintained and up to date. They demonstrate how people are involved in their care and able to influence the running of 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

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