

# Review of compliance

Homes Caring For Autism Limited Stafford Lodge	
<b>Region:</b>	South West
<b>Location address:</b>	87 Berrow Road Berrow Burnham-on-Sea Somerset TA8 2PF
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	<p>Stafford Lodge is registered to provide accommodation and personal care to up to five people who have a learning disability.</p> <p>The home is a large detached house with accommodation over two floors. It is within walking distance of local amenities and public transport links.</p>

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

## Our current overall judgement

**Stafford Lodge 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 11 November 2011, checked the provider's records, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

At the time of this inspection there were five people living at Stafford Lodge. Two people were not at home during our visit.

Some people living at the home were not able to fully express their views verbally and the home used various communication methods to ensure that people were able to make choices.

People were enabled to make choices about all aspects of their daily lives. Each person had a weekly activity plan that they had agreed with the staff. These plans were displayed in personal rooms to ensure people were aware of what was going on each day. Activity plans showed that activities were tailored to the individual. One person said "The staff help me to go where I want to go."

On the day of the inspection visit one person was at college and another was spending time with their family. During our visit one person left to go swimming and horse riding while another went for a trip on a train. The remaining person was supported by staff to take part in activities in the home.

Throughout the visit there was a relaxed atmosphere in the home with constant interaction between people living and working there.

We observed that staff interacted with people in a kind and friendly manner. We saw that people were encouraged to take part in household chores to learn and develop independent living skills.

Everyone had their own bedroom which had been personalised to reflect their interests and needs. One person said "I chose the colours and the furniture."

Each person had a key to their personal room and was able to spend time in communal areas or in the privacy of their room.

Minutes of meetings held in the home showed that people were always asked if there was anything that they were unhappy about. One person told us that they would talk to a member of staff if they had any worries or concerns.

The manager told us that the staff team was very settled. This meant that people living in the home received a consistent level of support as staff members were aware of their needs and preferences.

The company sent out quality assurance questionnaires and we saw a copy of the analysis of the most recent survey. This showed a high level of satisfaction from relatives and from people living or working at the home.

## **What we found about the standards we reviewed and how well Stafford Lodge 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 enabled to make choices about all aspects of their care and the day to day running of the home.

- Overall, we found that Stafford Lodge was meeting this essential standard.

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

People receive care and support that is personal to their individual needs and wishes.

- Overall, we found that Stafford Lodge was meeting this essential standard.

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

Risks to people living at Stafford Lodge are minimised by the homes policies, procedures and staff awareness.

- Overall, we found that Stafford Lodge 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**

People are supported by sufficient numbers of staff who have the skills and experience to meet their needs.

- Overall, we found that Stafford Lodge was meeting this essential standard.

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

The home has systems in place to ensure that quality is constantly monitored. People living at the home have opportunities to influence changes and improvements.

- Overall, we found that Stafford Lodge was meeting this essential standard.

**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

People living at the home were able to make choices about all aspects of their daily lives. Each person had a weekly activity plan that they had agreed with the staff working at the home. These plans were displayed in personal rooms to ensure people were aware of what was going on each day. Activity plans showed that activities were tailored to the individual. One person said "The staff help me to go where I want to go."

We saw minutes of meetings which showed that people were regularly asked about the activities they took part in, meals and the day to day running of the home. We noted that during a recent meeting one person had made a request for a particular meal. This person told us that the meal they requested had been served in the home the night before the inspection visit.

Each person had their own bedroom which had been personalised to reflect their interests and needs. One person said "I chose the colours and the furniture."

Each person had a key to their personal room and was able to spend time in communal areas or in the privacy of their room.

Staff spoken with during the visit demonstrated a good knowledge of each person living

at the home. They were able to show how they assisted people to make choices about their care and day to day lives. Some people made their views known through behaviour and this informed staff practice. On the day of the visit one person went out for a walk with staff and returned quite quickly. Staff said that this was because they had indicated that they wished to return to the house and spend time alone. The decision to spend time in the privacy of their room was respected by staff.

### **Other evidence**

During the visit we looked at two care plans in detail. These were very personal to the individual and gave details about how people communicated and how staff could enable people to make choices.

One care plan seen indicated that the person did not want any information about them shared with family members. Staff spoken with were aware of this and respected the decision.

### **Our judgement**

People are enabled to make choices about all aspects of their care and the day to day running of the home.

- Overall, we found that Stafford Lodge 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

During our visit we observed that staff interacted with people in a kind and friendly manner. We saw that people were encouraged to take part in household chores to learn and develop independent living skills.

As previously mentioned each person had an individual activity plan based on their abilities and interests. On the day of the inspection visit one person was at college and another was spending time with their family. During our visit one person left to go swimming and horse riding while another went for a trip on a train. The remaining person was supported by staff to take part in activities in the home. We noted that these activities correlated with the activity plans in place.

To assist people to demonstrate appropriate behaviours they had positive incentive reward schemes in place. These had been drawn up in partnership with the person living at the home and were based around the persons' interests and expressed goals. The reward charts were kept in individual rooms and one person explained to us how their scheme worked. They said that they had chosen what their reward should be and this was recorded on the chart.

##### Other evidence

We looked at two care plans in detail. These gave comprehensive information about the individuals' needs and wishes to ensure that people received the support they required in their preferred way. The care plans gave information about general health and any professionals involved in the persons care. Where an individual had a physical health

care need, such as epilepsy, a specific plan of care had been put in place to support them to manage this and maintain their safety.

We were able to see that risk assessments had been completed with people. This ensured that they were able to take part in a variety of activities with minimum risk to themselves or others.

The manager gave evidence that physical and mental health was monitored and appropriate professionals were involved to make sure that people received the correct treatment and support.

Staff spoken with had a good knowledge of each individual living at the home and demonstrated that they worked in a person centred way.

**Our judgement**

People receive care and support that is personal to their individual needs and wishes.

- Overall, we found that Stafford Lodge 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

One the day of the visit there was a very relaxed atmosphere in the home and people appeared very comfortable with the staff who supported them.

We observed that staff interacted with people in a friendly and respectful manner.

People had unrestricted access to their personal rooms and all communal areas.

Minutes of meetings held in the home showed that people were always asked if there was anything that they were unhappy about. One person told us that they would talk to a member of staff if they had any worries or concerns.

##### Other evidence

The home had policies and procedures relating to recognising and reporting abuse. Staff spoken with said that they received training on the protection of vulnerable adults during their induction training and had access to all policies. All felt that any allegations made would be fully investigated and action would be taken to ensure that people living at the home were protected.

Staff were aware of the main points of the Mental Capacity Act and knew how to seek further information on this subject.

Staff described a robust recruitment procedure which included seeking written references and checking prospective staff with the Criminal Records Bureau. We

looked at one staff recruitment file that confirmed that appropriate checks were carried out to minimise the risks of abuse to people living at the home.

No safeguarding concerns have been raised in the past 12 months.

**Our judgement**

Risks to people living at Stafford Lodge are minimised by the homes policies, procedures and staff awareness.

- Overall, we found that Stafford Lodge 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

Staffing levels in the home were determined by the needs of the people who lived there. Care plans seen showed the required staffing level for the individual including any additional staff support needed to access community facilities.

On the day of the inspection the home appeared well staffed and everyone was able to take part in their chosen activities.

Staff spoken with, and observed, appeared confident and well motivated.

The manager told us that the staff team was very settled. This meant that people living in the home received a consistent level of support as staff members were aware of their needs and preferences.

##### Other evidence

There was a clear staffing structure in the home which ensured that there was always a senior member of staff on duty to coordinate the shift and give guidance to less experienced staff. Staff said that the manager was very visible in the home and offered ongoing support and advice.

Staff spoken with said that there was always sufficient staff on duty. They said that the home had a robust system for ensuring that additional staff were available to work, at short notice, if required. One member of staff said "We never work under staffed."

Everyone asked was very positive about the training available. All said that they had a good induction and there were opportunities for ongoing training. All felt that staff had the skills required to support the people who lived at the home.

**Our judgement**

People are supported by sufficient numbers of staff who have the skills and experience to meet their needs.

- Overall, we found that Stafford Lodge was meeting this essential standard.

## 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

There were opportunities for people to share their views and make suggestions about the running of the home. Minutes of house meetings showed that everyone had an opportunity to share their ideas. There was evidence that suggestions made were put into practice. These included ideas for different meals, social events and holidays.

People living at the home also spent time with staff time on a one to one basis where they were able to speak about their wishes and share any concerns.

##### Other evidence

The home had systems in place to monitor the quality of care and service offered. These included satisfaction surveys for relatives and people living and working at the home, health and safety audits, area manager audits and staff supervision.

Copies of the area managers' audits were seen and these showed that a wide range of subjects were covered including talking to people living and working at Stafford Lodge.

The managers' office was located in the main area of the home which allowed them to observe support provided. This enabled them to ensure that high standards were maintained and to identify any areas that required improvement.

Staff spoken with said that they received regular formal supervision where any gaps in performance or skills could be identified and appropriate support offered. Staff said that they were able to discuss any training needs during their supervision sessions but could

also raise issues at anytime with senior staff.

The company sent out quality assurance questionnaires and we saw a copy of the analysis of the most recent survey. This showed a high level of satisfaction from relatives and from people living or working at the home.

In addition to the company survey the manager had also asked for comments from staff about ways that the service could improve in the future.

**Our judgement**

The home has systems in place to ensure that quality is constantly monitored. People living at the home have opportunities to influence changes and improvements.

- Overall, we found that Stafford Lodge was meeting this essential standard.

# 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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