

# Review of compliance

Wycarleys (Leicester) Limited Church View	
<b>Region:</b>	East Midlands
<b>Location address:</b>	5 Springfield Road Stoneygate Leicester Leicestershire LE2 3BB
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	Church View is a large three storey Victorian house providing living accommodation for up to eight people. The home has eight bedrooms, all ensuite with a shower, a separate bathroom, kitchen, utility, dining room, two lounges and a conservatory. Outside there is a large private garden with a summer house. The home is located close to the centre

	<p>of Leicester, which can be accessed by the local bus. There are also more local shops a short walk away.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Church View 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 29 November 2011, talked to staff and talked to people who use services.

### What people told us

We spoke to two people who use the service and they told us.

"I was able to pick my room when I first came here and decorated it as I wanted to".

"I sit with staff and we talk about what help I need and I then sign my plan".

"I decide how I spend my day if I don't want to do something the staff understand".

"I am happy living here this is the best place I have lived and I have lived in lots of places".

### What we found about the standards we reviewed and how well Church View 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 who use this service can expect to have their needs understood and have their privacy and dignity respected.

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

People who use this service can expect to experience safe and appropriate care and support that meets their needs and protects their rights.

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

People who use this service can expect to be protected from abuse or the risk of abuse.

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

People who use this service can expect to be supported by staff who have gone through a thorough and robust recruitment process.

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

People who use this service can expect to benefit from a service that is run in their best interest due to effective management decisions.

**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

We spoke with one service user who told us that staff treated them with respect and help them make choices about how they spent their day and what support they needed.

"I am given lots of choices."

"I am happy here this is the best place I have lived in."

"I was able to pick my room when I first came here and decorated it as I wanted to."

#### Other evidence

The home is registered for eight people and currently they have two people living at the service.

We looked at one support plan in detail and briefly viewed the second plan. Support plans were written in detail and showed how people who use the service are able to make choices. Support plans follow a person centred format. (Person-centred planning focuses on the immediate and the future, taking into account the needs, thoughts, concerns and opinions of the individual, and consulting their family and friends and others within their 'personal network').

Staff spoken with had a good understanding regarding supporting people's dignity and maintaining their independence as well as developing new skills.

Staff were able to describe how they would take into account people of different cultural backgrounds to provide appropriate care and support, ensuring that people's diversity was respected.

**Our judgement**

People who use this service can expect to have their needs understood and have their privacy and dignity respected.

## 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

We spoke with two people who use the service and they told us that they are involved in creating their support plan and they are supported by staff to help their independence and stay safe.

"I sit with staff and we talk about what help I need and I then sign my plan."

"I decide how I spend my day if I don't want to do something the staff understand."

##### Other evidence

We looked at one support plan in detail and this showed how a person wanting to use the service would be assessed and how a support plan would be created in consultation with that person as well as their support network.

The assessments we looked at were very detailed and went through all aspects of a person's life including where a person wanted to develop or maintain new life skills.

Plans showed that people using the service were able to maintain their independence whilst also minimising risk. Each plan provided staff with clear guidance on what if any support a person needed and how best to provide that support.

We spoke with staff and they showed a good understanding of people's needs and how to support them. Staff knew what they needed to do if a person became agitated and what their responsibility was to maintain the person's safety.

**Our judgement**

People who use this service can expect to experience safe and appropriate care and support that meets their needs and protects their rights.

## 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

We spoke with one person who uses the service and they told us that they felt safe with all the staff and they were all very nice.

"I like living here, all the staff are nice."

"I could speak to any of the staff if I wasn't happy."

##### Other evidence

We looked at how the service protect people from abuse or the risk of abuse by checking training records and asking the staff about their understanding of safeguarding adults.

Training records showed not only had staff completed a standard safeguarding at induction but all staff had gone onto complete the local authority safeguarding course and some staff having completed a further more in depth training provided by Wycarleys (the provider organisation). The manager told us it was the organisation's intention that all staff would go on to complete the more in depth training.

We spoke to staff who had a very good understanding of what their responsibilities were in the event they saw or suspected abuse. This ensures that people who use the service are safe.

#### Our judgement

People who use this service can expect to be protected from abuse or the risk of abuse.

## 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

We spoke with one person who uses the service and they told us that they think staff are very good and they like living at the home.

"I am happy living here this is the best place I have lived and I have lived in lots of places."

"The staff help me, they help me make my meals."

##### Other evidence

We looked at staff records to see if staff recruitment was robust and ensured suitable checks had been made before employment commenced.

We saw that staff completed applications and any gaps in employment were followed up by the organisation's human resources department. We also saw evidence that appropriate references were obtained as well criminal record bureau checks were carried out prior to the person receiving their contract of employment. Where staff were from overseas, suitable checks were made to ensure they were able to work in this country.

Staff spoken with confirmed that they had to provide references and have a criminal record bureau check before starting work.

#### Our judgement

People who use this service can expect to be supported by staff who have gone through a thorough and robust recruitment process.

## 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 spoke with one person who uses the service and they told us they are asked about their views of things and if they needed to complain they knew they could talk to any of the staff or the manager".

"If I wasn't happy I would speak to the manager but I could speak to anyone."

"We have meetings and decide what we want to do."

"The manager is excellent."

##### Other evidence

We looked at the services quality assurance systems to ensure that the service was run in the best interest of people using the service.

We saw that the service receives regular quality visits from the organisation's quality manager. These are detailed and go through whether the service is conforming to the organisations internal quality systems.

We saw minutes of regular staff meetings and service user meetings to ensure that standards remain high, as well as records of any complaints that the manager may have received, what action and follow up the manager may have taken.

The home was well maintained and staff confirmed that the manager was approachable

and ran the service in the best interest of people who used the service.

**Our judgement**

People who use this service can expect to benefit from a service that is run in their best interest due to effective management decisions.

# What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

**Enforcement action:** These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

## Information for the reader

<b>Document purpose</b>	Review of compliance report
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