

# Review of compliance

<b>CLS Care Services Ltd</b> <b>Belong Crewe Care Village</b>	
<b>Region:</b>	North West
<b>Location address:</b>	Belong Crewe Care Village Brookhouse Drive Crewe Cheshire CW2 6NA
<b>Type of service:</b>	Accommodation for persons who require nursing or personal care  Treatment of disease, disorder or injury  Diagnostic or screening procedures
<b>Publication date:</b>	July 2011
<b>Overview of the service:</b>	Belong Crewe Care Village is a purpose built complex that provides modern accommodation for people who require nursing or personal care and is registered to care for up to 67 older people. The village is located in a residential

area of Crewe and local amenities such as a medical centre, chemist, bus stop, shop and public house are within a short walking distance.

There are six separate households, each able to accommodate 10 or 11 people who require differing levels of care, support and treatment. There is at least one large bedroom in each household that can accommodate couples. Each household offers accommodation that includes single bedrooms with en suite toilet and shower, separate dining and lounge area and a fully fitted kitchen. There are also communal toilets and bathroom in each of the households. Each household has a terraced area which can be accessed through the lounge. There is also a very pleasant outdoor area where people can sit and which has been landscaped.

Belong Crewe also have a number of private apartments within the village. There are communal facilities within the complex that are shared with people who use the service, people who live in the apartments and the local community. These include bistro, hair and beauty salon, internet café, exercise studio and The Venue where people can hold various functions such as parties and other activities. Although these areas are opened to the public the households are private and are only accessible to people who use the service and staff.

Please contact the service for details on accommodation fees and other charges. They have also produced an information sheet called 'Paying for your care in a Belong Village'

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

## What we found overall

**We found that Belong Crewe Care Village 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 21 June 2011, observed how people were being cared for, talked with people who use services, talked with staff, checked the provider's records, and looked at records of people who use services.

## What people told us

### What we found about the standards we reviewed and how well Belong Crewe Care Village 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**

People who use the service are able to express their views and discuss their wishes about the care and support they receive.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People living in Belong Crewe Care Village were supported to make decisions about the care and support they receive.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People living in Belong Crewe experience safe and appropriate care and support that is in line with their needs and wishes.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People living in Belong Crewe were provided with food and drink that promotes their health and wellbeing

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People who use the service were supported by health care professionals and other agencies to receive the care and treatment they require.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People who use the service told us that they feel safe in the home. Policies and procedures were in place to protect people from harm.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People living in Belong Crewe Care Village were provided with a clean and hygienic environment where staff promote good standards of cleanliness and infection control.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

Policies and procedures were in place for the safe management of medication. People who use the service were able to have their medication in a manner which ensured their safety and well being.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People living at Belong Crewe were provided with a safe, comfortable and well maintained environment.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People who use Belong Crewe were supported to use equipment that is well maintained and safe.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

Recruitment procedures were in place to help ensure that the staff employed are suitable to support and care for the people who use Belong Crewe.

- Overall, we found that Belong Crewe Care Village 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 using Belong Crewe were supported to maintain their health, safety and welfare by a staff team who were aware of their needs.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

Staff have access to the training and support which will enable them to care and support people safely. People who live at Belong Crewe can be confident they were looked after by competent and well trained staff.

- Overall, we found that Belong Crewe Care Village 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**

Systems were in place to monitor the quality of service offered to people living in Belong Crewe.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

People using the service felt able to raise concerns and that these will be listened and acted upon.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.

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

Systems were in place so that people who use Belong Crewe can be confident their personal records were properly managed and secure.

- Overall, we found that Belong Crewe Care Village was meeting this essential standard.



**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**

On the day of our visit the people we spoke with who use the service told us they were treated in a respectful manner by the staff team. People told us they were consulted about their care and treatment and that their views about how they were to be supported were listened to. One person told us how the support and encouragement they received has helped improve their mobility. Another person told us they are supported by their relatives to attend reviews where they are able to give their views on the service provided.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support people were receiving in Belong Crewe Care Village

**Other evidence**

The information we received from the service as part of this review told us that an individual assessment of need is carried out before the person begins to use the service. They told us that the assessment gave the opportunity to record people's wishes in relation to their care and treatment. We were also told that the assessment will cover areas such as personal care, physical and mental wellbeing and, if necessary, will include a plan for the person's nursing care. Following the assessment, care plans are drawn up which show the care and support the person requires with their daily lives. We saw three care plans during our visit, these contained assessments of needs and care plans on how the staff were to support the person. They also contained a wide range of information which enabled staff to see the level of care and support the person required. We saw evidence that the care plans were regularly reviewed and that people who use the service, their relatives and significant others were involved in the reviews.

During our visit we observed staff support people who use the service in the five households that were operational. We saw staff treat people with respect, staff also showed they were aware of people's individual needs and how they wished to be supported with their daily routines. They helped ensure people's privacy and dignity was maintained, particularly when supporting them with personal care.

People who use the service, which includes relative and healthcare professional, told us that staff were available to talk with them and that staff were always polite and respectful.

### **Our judgement**

The service is meeting this essential standard. People who use the service are able to express their views and discuss their wishes about the care and support they receive.

# 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**

People we spoke with during our visit told us they were consulted, and supported, to make decisions around consent to changes to their care and treatment. People told us that staff will talk with them before any changes are made to their care plans. They also told us their relatives can be present to support them when decisions about the way they are cared for are being discussed. We spoke with a relative during our visit, they told us staff will always speak with them if changes were required to the care and support the person requires.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village

**Other evidence**

During our visit we looked at three care planning files for people who use the

service, these are called 'My Life Plan'. The files, which are kept in the person's bedroom, contained information about the care and support the person required with daily living. We saw that the information in the care plans was up to date, signed by the person and included a copy of the initial assessment of need which was carried out to identify the level of support and care the person required. The information in the assessment of need is provided by the individual and, as appropriate, by their relatives/significant others and by health and social care professionals.

Information provided by the service as part of this review told us that the person's life plan reflects their needs and the level of support they require. We were also told that the plans will be reviewed approximately every four weeks and that the person and their relative will be fully involved. They told us that people who use the service will have a named worker, called a companion, who will support them with their individual needs and take action to address any concerns or worries

### **Our judgement**

The service is meeting this essential standard. People living in Belong Crewe Care Village were supported to make decisions about 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**

People we spoke with during our visit told us they were ‘very happy living in Belong’. One person told us how pleased they were with the facilities which were ‘much better than the other place they were in’. They told us they receive the support and care they need to keep safe and well. People also told us how they were supported by staff to ensure their health and personal care needs were addressed. We were also told they had full confidence in the assistance and support they received from staff.

The people we spoke with told us how staff would contact healthcare professionals when they were unwell. One person told us how their medical centre is not far and that their doctor ‘only has to cross the road’ if they need to see them. Relatives we spoke with during our visit told us they were ‘confident’ that staff would contact healthcare professionals if they had any concerns about the health and well being of their parent. We were also told that relatives/others could visit at any time and were made to feel welcome by the staff. During our visit we saw a relative support staff with the personal care of their relative.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village

### **Other evidence**

During our visit we saw staff support people who use the service with a range of daily living tasks such as moving about the village, with personal care such as bathing, with their mid day meal and to join in the activities. We saw staff treat people with respect; staff also showed they were aware of people's individual needs and how they wished to be supported with their daily routines.

Information provided by Belong Crewe as part of this review told us that they work to a set of core values which includes ensuring people feel safe and secure, people are free to make decisions and choices and that people live active and independent lifestyle.

People who use the service told us how their care files, called 'My Life Plan', were kept in their bedroom so they and their relatives can see them when they wish. We saw three of the care files during our visit. Care plans contained information about individuals healthcare needs. We saw records of visits by healthcare professionals and other professionals involved in the persons care. We also saw daily records of the support and progress of the individual in their day to day living. We saw that care files contained risk assessments of possible risks to the safety and well being of individuals. The care files also contained information for staff on how they were to support people maintain their independence. We spoke with staff who told us about the care and support people required to ensure their safety and well being. We also saw that senior staff from the organisation carry out regular audits of peoples care plans to ensure they were up to date and reflected the support and care people required. During our visit we saw a general practitioner and district nurse visit the service. We spoke with the district nurse who told us there is ongoing discussion with the staff in Belong Crewe on how communication between them can be improved.

### **Our judgement**

The service is meeting this essential standard. People living in Belong Crewe experience safe and appropriate care and support that is in line with their needs and wishes.

# 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**

People we spoke with during our visit told us they were satisfied with the food served in the households and they were able to choose when and where they eat their meals. They told us that the food served has 'improved' over the last few weeks. People told us that support staff were responsible for food preparation in the households and that 'some are better than others in the kitchen'. We were told that individuals were able to prepare drinks in the kitchens which are located in each of the households, if they choose. On the day of our visit we saw that drinks were readily offered to people by staff. We also saw that visitors and relatives were regularly offered drinks.

People who use the service told us they are able to have their meals in the on site bistro which is located on the ground floor of the complex. We were told they do not have to pay for these meals and drinks as they have already paid as part of their accommodation fees. During our visit we saw staff support people who use the service go to the bistro for their mid day meal. We saw that people were offered a choice of menus from which to choose when they visited the bistro. We also saw relatives have meals with the people who use the service.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village

### **Other evidence**

Information provided by the service as part of this review told us that Belong Crewe/CLS Care Services promotes 'Marvellous Mealtimes' which enables people to have choices of what they eat, where they eat and as far as possible what time they eat. During our visit we saw a copy of a monitoring report which had identified there were areas of mealtimes where improvements could be made. We were told by the manager that these areas identified as needing improvement have been, and continue to be, addressed with staff. We were also told that a record of how the improvements are recorded and acted upon is being developed. We were told that as mealtimes are a focal point of the day staff will ensure balanced and nutritional meals are offered to the people who use the service

During our visit we saw that meals were served in a spacious, modern, well decorated and bright dining room in the households. We saw staff support individuals with their meal, the support was given in a manner that helped maintain the person's dignity.

The care files we saw during our visit for three people who use the service included assessments of people's nutritional need which is reviewed regularly. We also saw that people were weighed and steps taken to deal with weight loss. This would include discussion with healthcare professional such as dieticians.

### **Our judgement**

The service is meeting this essential standard. People living in Belong Crewe were provided with food and drink that promotes their health and wellbeing

# 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**

People told us during our visit how they receive visits from doctors and other healthcare professionals which include district nurses. They told us that staff will contact doctors and other healthcare professionals on their behalf if they were feeling unwell. We were also told that staff will support people to attend hospital and other appointments.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village

**Other evidence**

Information provided by the service as part of this review told us that one of the aims of Belong Crewe is to work with the people who use the service and others involved in their care. During our visit we spoke with senior staff who told us how there are working with health and social care professionals and others who have an interest in the service to ensure the best outcomes for the people who use the service.

The life plans we saw during our visit demonstrated that people had access to local healthcare professionals to support their care and treatment. During our visit we saw a general practitioner and district nurse visit Belong.

We were told by health and social care professionals as part of this review that staff from the service will inform them of events that may affect the safety and well being of the people who use the service. We were also told that they will act on advice and guidance given that will be of benefit to the person's care and treatment.

### **Our judgement**

The service is meeting this essential standard. People who use the service were supported by health care professionals and other agencies to receive the care and treatment they require.

# 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**

People who use the service told us during our visit how they feel safe living in Belong Crewe Care Village and that their privacy and dignity was respected by staff. People who use the service told us that it is 'comforting' having staff available at all times if they had any worries or concerns.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village

**Other evidence**

Information provided by the service as part of this review told us that there were policies and procedures in place to safeguard people from harm or possible abuse and these were linked to the local authority's safeguarding procedures. We were also told that people who use the service can expect to be safeguarded from any form of unlawful discrimination on any grounds. We were also told that 50% staff have received safeguarding training as part of their induction. During the visit we were given information which told us they were currently arranging further

safeguarding training with the head of safeguarding from the PCT. We were also told they were due to meet with the Quality monitoring Co-ordinator, Safeguarding Unit, Cheshire East Social Services to discuss how they can work together to further improve the safeguarding policies and procedures within Belong Crewe.

We received one notification regarding a safeguarding allegation from Belong Crewe which was addressed by the service through the safeguarding policies and procedures. As a result of this a member of support staff has been referred to the Independent Safeguarding Authority. We also received confirmation from the local authority safeguarding unit which stated that they were satisfied with the action taken by the service.

The staff we spoke with during our visit told us that they have received training on safeguarding procedures and they would report any concerns they had to senior staff

### **Our judgement**

The service is meeting this essential standard. People who use the service told us that they feel safe in the home. Policies and procedures were in place to protect people from harm.

# 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**

During our visit we spoke with people who use the service and they told us they have no concerns about cleanliness or infection control in Belong Crewe. They told us that the households were always clean and tidy and that staff keep the bedrooms 'nice and clean'

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village.

**Other evidence**

Information provided by the service as part of this review told us that all facilities within Belong were kept clean and hygienic so as to ensure the safety and well being of the people who use the service. During our visit we had a full tour of the building with the general manager during which we saw the 5 households that are currently occupied and the areas which are used for activities, both for people who use the service and others. All the areas we saw were clean, tidy, well maintained and free from unpleasant odours. We also saw that equipment for controlling

infection was available and was being used by staff.

During the visit we were given Information which told us that all staff had received training on infection control and food hygiene as part of their induction training

**Our judgement**

The service is meeting this essential standard. People living in Belong Crewe Care Village were provided with a clean and hygienic environment where staff promote good standards of cleanliness and infection control.

# 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**

People who use the service told us that staff support them with the management of their medication. They told us they prefer staff to support them with their medication. People told us they are given their prescribed medication on time which is usually after their meals.

Information provided by health and social care professionals as part of this review told us that they have no concerns about the care and support the people were receiving in Belong Crewe Care Village

**Other evidence**

Information given to us by senior staff during our visit told us that, currently, none of the people using the service manage their own medication. We saw that people's ability to self medicate was assessed before they decided to use the service so they could be supported to manage their medication if possible. We were also told there were policies and procedures in place for the safe storage, handling, administration and disposal of medication. We were told that regular medication reviews are carried out as part of people's care planning reviews.

During our visit we saw that care plans had detailed information about people's medication. We also saw that medication administered was recorded on the Medication Administration Record. The records we saw during our visit were up to date and signed. We saw that medication was stored securely in a locked cabinet which was located in people's bedrooms.

We were told that the nurse on duty or support staff who have received medication training would give people their prescribed medication. During the visit we were given information which told us that all staff receive basic training on medication. We were also told that staff who administer medication receive additional training and are regular monitored to ensure they are competent. During our visit we saw a copy of an internal medication audit which had been carried out senior staff.

### **Our judgement**

The service is meeting this essential standard. Policies and procedures were in place for the safe management of medication. People who use the service were able to have their medication in a manner which ensured their safety and well being.

# 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**

People who use the service told us during our visit they were ‘very happy’ with their living environment. People who had moved from a care home that had closed down told us that it was ‘much better then the other place they were in’. Another person told us that having en suite toilet and shower facilities in their bedrooms was ‘much better then having to share’. We were also told that because bedrooms are so well furnished it’s not always practical to bring many of their personal possessions with them when they move in.

**Other evidence**

Belong Crewe Care Village provides purpose built accommodation for people who require support, care and treatment to live their daily lives. People who use the service were accommodated within one of the six individual open plan households. We were told that up to eleven people can be accommodated in each household. Each household has a fully fitted kitchen where people who use the service can prepare their own food and make drinks

During our visit we had a full tour of the building with the general manager during which we saw the five households which are currently occupied and the areas that

were used for activities, both for people who use the service and others. The design and lay out of the households allows for people who have mobility problems to be able to move about the households in safety.

We saw that people who use the service were able to move freely between their bedrooms and communal areas and that the layout of the households meant that staff were always available to support people as required.

We also saw that each household had security measures in place to protect people and the environment, this included each household having the facility to lock their front door. Information given to us during the visit told us that the external areas of the village are monitored by CCTV, we were also told that the main reception area is manned during office hours.

### **Our judgement**

The service is meeting this essential standard. People living at Belong Crewe are provided with a safe, comfortable and well maintained environment.

# 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**

People told us as part of this review they feel safe and comfortable and were happy with their living environment. They also told us they were well supported by staff, particularly with their mobility. One person told us how the mobility aid they use has helped increase their independence.

**Other evidence**

During our visit we saw maintenance records that showed equipment such as the passenger lift, fire alarm system and lifting aids such as hoists are serviced on a regular basis.

The areas we looked at during our visit, including communal living areas and bathrooms and toilets, were well maintained and furnished to a high standard.

Information provided by the service as part of this review told us that Belong Crewe is equipped with a range of hoists and other equipment which enables staff to

support people who use the service with their mobility.

Information provided by the service told us that all staff have received moving and handling training as part of their induction training. We were also told that staff have received training on how to use equipment which is used to support people.

**Our judgement**

The service is meeting this essential standard. People who use Belong Crewe were supported to use equipment that is well maintained and safe.

# 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 we spoke with during our visit told us that staff were caring, kind and treat them with respect. They also told us that staff were approachable, supportive and were always available if they have any concerns or worries

**Other evidence**  
During our visit we saw staff supporting and caring for the people who use the service with respect and in manner which maintained their dignity.  
Information given to us by the manager as part of this review told us that the organisation have recruitment and selection procedures in place.  
During our visit we looked at the recruitment records for three staff. The records contained evidence that showed background checks are carried out before people are offered employment. These included criminal record bureau disclosure checks, two written references, evidence of training courses attended, a completed application form and a copy of a pre employment health questionnaire. We also saw evidence of professional registration for nurses.

Information provided by the service as part of this review told us that the involvement of people who use the service and their families is encouraged in the staff selection process.

**Our judgement**

The service is meeting this essential standard. Recruitment procedures were in place to help ensure that the staff employed were suitable to help maintain the safety and well being of the people who use Belong Crewe.

# Outcome 13: Staffing

## What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

## What we found

### Our judgement

The provider is compliant with outcome 13: Staffing

### Our findings

**What people who use the service experienced and told us**

People we spoke with during our visit told us that staff were caring, kind and treat them with respect. They also told us that staff were approachable, supportive and were always available if they have any concerns or worries

**Other evidence**

Information provided by the service as part of this review told us there were always staff on duty to provide care and treatment and to ensure the safety and well being of the people who use the service. We were also told that the support and care required by people who have been assessed as requiring the expert help of a nurse will be supervised by one of the nurse who were on duty at all times.

During our visit we saw that a selection of trained nursing staff, including a specialist mental health nurse, and support workers were on duty to meet the needs of people. We saw that there were as least two support workers on duty in each household during the day. We were told that the nurse on duty was available to offer care, treatment, support and advice.

In addition to nurse and support staff we saw that kitchen, domestic and maintenance staff were employed by the service. There were forty eight people using the service during our visit.

We saw the staff on duty care for and support people in a positive and respectful manner. We spoke with staff who told us that they were there to support and help people and to ensure their safety and well being.

**Our judgement**

The service is meeting this essential standard. People using Belong Crewe were supported to maintain their health, safety and welfare by a staff team who were aware of 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**

During our visit people told us that staff were always available to care for and support them. They also told us they trust the staff and feel safe when staff were supporting them with personal care.

**Other evidence**

Information provided by the service as part of this review told us that all staff complete planned induction training when they start work. We were also told that they give each member of staff the opportunity to gain a National Vocational Qualification (NVQ) in caring for people.

During the visit we were given information which told us that staff have access to a wide range of training which will enable them to support people safely. This training included safeguarding people, fire safety, infection control, moving and handling and medication. We were also told that around 80% of support staff have achieved or are working towards an NVQ in caring for people. We also told that nurse trained staff receive additional training that includes verification of death.

We spoke with staff who told us that they receive support, training and supervision

from senior staff

During our visit we looked at training records for two support staff. We saw evidence that they had received training which included induction training and also included a record of a review of their performance.

**Our judgement**

The service is meeting this essential standard. Staff have access to the training and support which will enable them to care and support people safely. People who live at Belong Crewe can be confident they were looked after by competent and well trained staff.

# 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 who use the service told us during our visit they were regularly asked for their views on the quality of service provided by Belong Crewe. They also told us that before any changes are made to their care and treatment staff sit down and talk with them and their relatives about the changes.

**Other evidence**

Information given to us during our visit told us that monitoring of all practices, policies and procedures were carried out by the manager and other senior staff from the village. We were told that audits were carried out on areas such as life plans, medicine management and health and safety. They also told us that Dementia Care Mapping is used as an observational tool to monitor well being of the people living in the households. The information seen during the visit told us that comments about living in Belong and the standards of care offered were welcomed from the people who use the service.

During our visit we saw minutes of resident/relative meetings where people were able to comment/raise concerns and give their views about the service. We also saw a copy of the quality monitoring report that had been carried out on the management of medication and on the quality of mealtimes.

People told us they were able to talk with staff in private if they wish to give their views on the quality of the support and care offered. One person told us they would discuss any concerns or worries they may have with their relative and ask them to talk to the manager to sort things out.

### **Our judgement**

The service is meeting this essential standard. Systems were in place to monitor the quality of service offered to people living in Belong Crewe.

# 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**

During our visit the people we spoke with told us they were able to approach staff if they had any worries or concerns. They also told us their concerns or worries were listened to and acted upon by the management and staff. One person told us that staff were always available to talk to if they have any worries or concerns.

**Other evidence**

Information provided by the service as part of this review told us that all comments and feedback from people who use the service is strictly confidential. We were also told that an investigation would be carried out on complaints received and people notified in writing of the outcome of the investigation.

Information provided during the visit told us that there is a complaints procedure which is available to people who use the service and others. We were also told that information on how to use the complaints procedure is available.

The general manager told us during our visit that they have not received any complaints since they begin operating in December 2010.

During our visit we saw that information on how to make a complaint about the service was available in the service.

**Our judgement**

The service is meeting this standard. People using the service felt able to raise concerns and were confident these will be listened to and acted upon.

# 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**

People told us during our visit they had ready access to their care files as they were kept in their bedrooms. They told us that staff have talked with them about changes to the support they require before the changes are made. They also told us they were given the opportunity to sign documents relating to the care and treatment they need.

**Other evidence**

Information given to us during our visit told us that people who use the service can expect to have reasonable access to all information held about them.

Information and records about people who use the service is kept accurate and stored securely and properly. We were told that that the service has record keeping policies and procedures in place and that these were monitored regularly. All information is treated confidentially. Any financial information is kept confidential and secure. If a resident leaves or dies then all information is archived and securely stored.

As already highlighted above each person who uses the service has a care plan and these are reviewed monthly to ensure they were meeting the health and welfare needs of the individual. Care plans were also kept in residents bedrooms which all have locks. The 'My life plans' that we reviewed during our visit were seen to be clear and accurate and to meet the needs of the individual.

**Our judgement**

The service is meeting this essential standard. Systems were in place so that people who use Belong Crewe can be confident their personal records were properly managed and secure.

# 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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