



# Review of compliance

Cygnet Health Care Limited  
The Springs Community

<b>Region:</b>	South East
<b>Location address:</b>	Coast Drive St Mary's Bay Romney Marsh Kent TN29 0HN
<b>Type of service:</b>	Care home service without nursing
<b>Date of Publication:</b>	June 2011
<b>Overview of the service:</b>	The Springs Community provides care for people with Autistic Spectrum disorders, including Aspergers Syndrome. The accommodation comprises six separate buildings, each suitable for a particular client group. The site is located next to the beach and has a wide range of facilities and activities.

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

## Our current overall judgement

**The Springs Community 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 because concerns were identified in relation to:

Outcome 01 - Respecting and involving people who use services

Outcome 04 - Care and welfare of people who use services

Outcome 07 - Safeguarding people who use services from abuse

### How we carried out this review

We reviewed all the information we hold about this provider.

### What people told us

One person who had lived at The Springs Community for about thirteen years told us "I like living here, I like the trips out, and going to discos. I like the parties and going to college. I use the exercise bike. I can choose what I want to eat and I can have my room how I want it." She also spoke about the various people who came in to work with her "I have the chiropodist and massage lady come in to see me".

We spoke with one family about their son. They felt he had settled in well and they appreciated being able to visit when they liked. They told us "his key worker is very nice".

We spoke with another family whose daughter had been living at The Springs Community for about three years. They told us "This is a community, there's a real buzz about being in a place like this....The home is positive, imaginative and the staff are very loving to the people living there. They're very caring and thoughtful. I know the government policy is to take people out of large homes, but my daughter really needs the social contact. Having lots of company really suits her. She likes to sit on the floor at the bottom of the stairs... so the staff bought her an armchair to in sit."

"We're always offered the opportunity to comment on his care plan. They send it to us if we can't get there for the meeting. If anything changes, they send it through to us."

One family told us "The staff always let us know what's going on. They also take time to explain what's in (her) activity book. They've got the balance right."

One person who had lived at The Springs for some years told us "I feel safe here. The staff are kind." She explained that she would feel safe about talking to staff about a problem.

A relative told us "I hadn't seen (her) recently, but she seems happier than ever. She's asking to go for walks, which is extraordinary. She usually just wants to be in an area where she feels secure."

## **What we found about the standards we reviewed and how well The Springs Community 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**

The views of the people using the service were actively sought by staff, and we saw staff involving people and speaking appropriately with them. People have a choice about how they live and we saw staff treating people with respect.

On the basis of the evidence provided we found the service to be compliant with this outcome.

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

The people living at The Springs Community are well cared for and safe. The staff worked well at encouraging people to express their needs and wishes and these were reflected in the care plans.

On the basis of the evidence provided we found the service to be compliant with this outcome.

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

People appear to feel safe at this home and staff are adequately trained in safeguarding. They know how to progress a safeguarding concern. On the basis of the evidence provided we found the service to be compliant with this outcome.

## **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

One person who had lived at The Springs Community for about thirteen years told us "I like living here, I like the trips out, and going to discos. I like the parties and going to college. I use the exercise bike. I can choose what I want to eat and I can have my room how I want it." She also spoke about the various people who came in to work with her "I have the chiroprapist and massage lady come in to see me".

We spoke with one family about their son. They felt he had settled in well and they appreciated being able to visit when they liked. They told us "his key worker is very nice".

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##### Other evidence

We saw evidence that The Springs Community offers choice to people using the service. We were shown bedrooms that were well decorated and people had had the opportunity personalise their rooms with pictures, books and certificates. Staff told us that people were free to choose how they spent their day, and there were organised activities including trampolining, riding and attending a local college. The home had decided to close their outdoor swimming pool, but the manager explained that there were benefits in people going out for a trip to the local pool instead. There was a tennis court, two squash courts and an outdoor polytunnel for growing vegetables.

**Our judgement**

The views of the people using the service were actively sought by staff, and we saw staff involving people and speaking appropriately with them. People have a choice about how they live and we saw staff treating people with respect.

On the basis of the evidence provided we found the service to be compliant with this outcome.

## 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're always offered the opportunity to comment on his care plan. They send it to us if we can't get there for the meeting. If anything changes, they send it through to us."

One family told us "The staff always let us know what's going on. They also take time to explain what's in (her) activity book. They've got the balance right."

##### Other evidence

We reviewed two care plans. They showed that parents had involvement in care planning. The plans included action points, outcomes and timescales and had identified particular staff responsible for certain actions. The plans included a weekly programme promoting independent living skills, health care appointments and results and prescribing details. There was also a summary on what to do when an individual's behaviour becomes more challenging, and how to avoid prompting that. One of the care plans also contained a copy of a certificate in life skills awarded by a local college.

The Springs Community maintains a daily record. We reviewed two records that showed how people spent their day, including the food eaten and activities undertaken.

##### Our judgement

The people living at The Springs Community are well cared for and safe. The staff worked well at encouraging people to express their needs and wishes and these were reflected in the care plans.

On the basis of the evidence provided we found the service to be compliant with this

outcome.

## 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 person who had lived at The Springs for some years told us "I feel safe here. The staff are kind." She explained that she would feel safe about talking to staff about a problem.

A relative told us "I hadn't seen (her) recently, but she seems happier than ever. She's asking to go for walks, which is extraordinary. She usually just wants to be in an area where she feels secure."

##### Other evidence

The staff we spoke to were able to describe the appropriate actions to take when reporting a safeguarding concern. They understood the role of outside agencies and how to contact them. A total of 91% of staff were up to date with their adult protection training.

##### Our judgement

People appear to feel safe at this home and staff are adequately trained in safeguarding. They know how to progress a safeguarding concern. On the basis of the evidence provided we found the service to be compliant with this outcome.

# 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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