



Hartlepool
Borough Council

ADULT SERVICES & PUBLIC HEALTH

Quality Standard Framework

Organisation

Voyage 1 Ltd

Home

Five Penny

Responsible Person

Charlotte Gray

Date of Report

15/05/2026

Commissioned Services Team, Adult Services & Public Health

Overview of Home

Five Penny House is a residential care home for five people with learning disabilities.

The home continues to provide a high standard of care and support for all residents. Person-centred electronic care plans and risk assessments are in place and are reviewed regularly to ensure they reflect people's changing needs and wishes.

Residents' needs are becoming more complex, and the home has shown it is adapting well to meet these increasing levels of support. This includes reviewing care planning, staffing skills, and accessing additional professional input where needed.

The staff team know the residents very well and use this knowledge to provide daily care in a respectful, dignified, and caring way. Staff interactions observed were positive and supportive.

There has been a whistleblowing incident since the last inspection, which was managed appropriately by the home in line with policy.

Concerns were taken seriously, responded to promptly, and the necessary actions were taken to ensure residents' safety and promote openness and learning.

The Home has continued to enhance the environment for the residents and have a programme of activities for the residents within the home and in the wider community.

Summary of Outcomes

Five Penny House

Date of Report – 15-MAY-2026

Determination

Person Centred Care

- 1 - Assessment & Review
- 2 - MCA & Consent
- 3 - DoLS
- 4 - Nutrition & Hydration
- 5 - Promoting Dignity, Autonomy & Choice

Outcome "Fully Met" – 15 May 2026
Outcome "Fully Met" – 21 February 2024
Outcome "Fully Met" – 21 February 2024
Outcome "Fully Met" – 21 February 2024
Outcome "Fully Met" – 21 February 2024

Safe Care and Treatment

- 6 - Safeguarding/Understanding Safeguarding
- 7 - Medication
- 8 - Infection Control
- 9 - Premises & Equipment
- 10 - Health & Safety
- 11 - Moving & Handling

Outcome "Fully Met" – 21 February 2024
Outcome "Fully Met" – 23 April 2025
Outcome "Fully Met" – 21 February 2024
Outcome "Fully Met" – 21 February 2024
Outcome "Fully Met" – 21 February 2024

Governance

- 12 - Leadership & Management
- 13 - Staffing, Recruitment, Support & Learning
- 14 - Quality Assurance
- 15 - Complaints

Outcome "Fully Met" – 15 May 2026
Outcome "Fully Met" – 15 May 2026
Outcome "Fully Met" – 15 May 2026
Outcome "Fully Met" – 21 February 2024

Person Centred Care

1 - Assessment & Review

Determination - Fully Met

All people receiving the service have a written care plan that is monitored, periodically evaluated and reviews are recorded to ensure the information is up to date and accurate. The Care Plans are now part of the Nourish Electronic Care Management System. They are comprehensive and cover all aspects of daily living

People's physical, mental health and social needs holistically are assessed, and their care, treatment and support is delivered in line with relevant legislation and guidance, to achieve effective outcomes.

People's care records are accurate, complete, legible, up-to-date, securely stored and available to relevant staff so that they support people to stay safe.

The service ensures that people are provided with the information and understanding about their healthcare and treatment options.

People are involved in regularly monitoring their health.

People can access care, support and treatment in a timely way and referrals are made quickly to appropriate health services when people's needs change.

People contribute to planning their care and support, with their strengths, levels of independence and quality of life are considered.

People's care plans reflect their physical, mental, emotional and social needs and incorporate their personal history, individual preferences, interests and aspirations. Care plans are understood by staff, so people have as much choice and control as possible.

People's oral health needs are met and kept under review with professional guidance sought in a timely manner when required.

The service shares appropriate information and assessments with other relevant agencies for the benefit of people who use the service.

People's preferences and choices for their end-of-life care are recorded, reviewed and communicated and acted on where possible. Family, friends and other representatives are involved in planning, managing and making decisions about their end-of-life care including advanced decisions made in line with the Mental Capacity Act 2005. End of Life Plans are included in the Electronic Care Plan - End of Life Care is included in Team Meetings

The service ensures that it quickly identifies people in the last days of life whose condition may be unpredictable and change rapidly and, where required ensures that people have rapid access to support, equipment and medicines including from specialist palliative care professionals. End of Life Care

The service supports people's families and other people using the service and staff when someone dies.

The Home has demonstrated achievement of this outcome.

2 - MCA & Consent

Determination - Fully Met

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Source – QSF Report 21st February 2024

Staff recognise when people need and want support from their carers, advocates or representatives to help them understand and be involved in their care, treatment and support and staff help people to get this support.

The service provides information to people, their families and other carers about external bodies, community organisations and advocacy services that can provide independent support and advice about their care, treatment and support.

Staff understand the relevant consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005 and other relevant national guidance.

People are supported and are given the information and explanations they need to make their own decisions in line with relevant legislation and guidance.

Decisions around a persons possible lack of mental capacity are assessed and recorded.

When people lack the mental capacity to make a decision, staff ensure that best interest decisions are made in accordance with legislation.

The process for seeking consent is monitored and reviewed to ensure it meets legal requirements and follows relevant national guidance.

There are arrangements for people to be involved in decisions about managing risks appropriately including positive risk taking.

Risk management policies and procedures are in place to minimise restrictions on people's freedom, choice and control, in particular for people who lack mental capacity.

Staff are trained to understand, prevent and manage people's behaviour that challenges whilst ensuring the individual is supported appropriately.

The service identifies and meets the information and communication needs of people with a disability or sensory loss. Information is recorded, highlighted and shared with others when required with the consent of the person.

The Home has demonstrated achievement of this outcome.

The requirement to meet the outcome remains and the Council has monitored this throughout the year.

3. DoLS

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021

Source – QSF Report 21st February 2024

The service promotes supportive practice that avoids the need for physical restraint, however where physical restraint is necessary, the service ensures that it is used in a safe, proportionate, and monitored way as part of a person-centred support plan.

Staff recognise when people who lack mental capacity, are being deprived of their liberty and they seek authorisation to do so when considered necessary and proportionate.

All staff are trained to understand the difference between lawful and unlawful restraint practices. Action is taken to minimise the use of restraint.

There is a system of monitoring to ensure the person's representative maintains regular contact with the person and acts when contact is not maintained.

The service has a system to monitor DoLS authorisations and their review dates and this is maintained. Care plans contain the most up to date Conditions attached to deprivation of liberty safeguards (DoLS) authorisations.

Management has oversight on the process to ensure where a restriction may actually amount to a deprivation of liberty.

The Home has demonstrated achievement of this outcome..

The requirement to meet this outcome remains and the Council has monitored this throughout the year

Outcome 4 - Nutrition & Hydration

Determination - Fully Met

People are involved in decisions about what they eat and drink, where possible and their cultural and religious preferences are recorded, reviewed and acted upon.

People have access to dietary and nutritional specialists to help meet their assessed needs if required.

People receive prompts and encouragement to eat when needed and people enjoy mealtimes and do not feel rushed.

Risks to people with complex needs or lack capacity are identified and managed in relation to their eating and drinking.

All relevant staff have completed food hygiene training and the correct procedures are in place and followed wherever food is prepared and stored.

People have accurate nutrition and hydration assessments for eating and drinking which are carried out by knowledgeable staff.

People receive support to be independent. Their wishes are recorded, reviewed and acted upon wherever possible.

The service is aware of specialist diets, allergies, choking risks and lifestyle choices, and these are recorded, kept up to date and shared as appropriate.

People have access to specialist equipment in a timely manner to meet their assessed need.

Drinks are offered throughout the day and when required people's intake is monitored to ensure their assessed needs are being met. Snacks are offered outside of mealtimes and are available any time of day upon request.

People can choose the location of where they eat including the dining room, their own room or communal areas and are supported to do so.

People are offered a choice of food and drink and this is served at an appropriate temperature.

Residents can choose to eat in their bedroom or communal area and they are checked on regularly.

The Home has demonstrated achievement of this outcome.

5 - Promoting Dignity, Autonomy & Choice

Determination - Fully Met

Staff show concern for people's wellbeing in a caring and meaningful way and respond to their needs in a timely manner on a day to day basis.

The service makes sure that people, and those close to them, feel like they matter, and that staff listen to them and talk to them appropriately and in a way they can understand.

People are actively involved in developing the service including:• deciding how they choose to spend their day• planning activities and outings• decisions around personal care and how and when help is provided• devising menus and the timing and place of meals, and• people are consulted when alterations to their living space is planned. Where it is possible for them to do so.

Staff seek accessible ways to communicate with people (when their protected and other characteristics under the Equality Act make this necessary) to reduce or remove barriers.

Staff know the people they are caring for and supporting, including their preferences, personal histories, backgrounds.

Staff make sure that people's privacy and dignity needs are understood and respected including during personal care.

People receive support to be independent. Their wishes are recorded, reviewed and acted upon wherever possible.

People's relatives and friends are made to feel welcome and are able to visit without being unnecessarily restricted. There are arrangements to encourage relatives and friends to provide feedback on the service.

Processes are in place to ensure there is no discrimination when making care and support decisions.

People are supported to follow their interests and take part in activities that are appropriate to them including in the wider community.

The service ensures that people are encouraged and supported to develop and maintain relationships with people that matter to them, both within the service and the wider community to avoid social isolation.

The service does not have a nominated Dementia champion to oversee standards in the service at present as they do not have any residents who are living with Dementia.

The Home has demonstrated achievement of this outcome.

Safe Care & Treatment

Outcome 6 - Safeguarding/Understanding Safeguarding

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Source – QSF Report 21st February 2024

Safeguarding systems, processes and practices are in place, staff are aware and any updates are communicated to staff.

Systems, processes and practices protect people from abuse, neglect, harassment and breaches of their dignity and respect.

Staff can recognise signs of potential abuse and know what to do when abuse is suspected.

Processes are in place to ensure people are protected from discrimination, harassment and abuse, in line with the Equality Act.

People are supported to understand what safeguarding means, and they are encouraged to raise any concerns.

If people are subject to a safeguarding investigation, they are supported during this process.

Staff understand their responsibilities to raise concerns, to record safety incidents, concerns and near misses, and to report them internally and externally, where appropriate.

There are processes for reviewing and investigating safeguarding incidents when incidents occur. All relevant staff, services, partner organisations and people who use services are involved in reviews and investigations.

Safeguarding investigations, reviews and audits ensure lessons can be learned to improve how care, treatment and support is delivered.

The Home has demonstrated achievement of this outcome

The requirement to meet this outcome remains and the Council has monitored this throughout the year

Outcome 7 – Medication

Determination - Fully Met

The medication outcome has been assessed by the Medicines Optimisation Service further information can be found in the Assessment Report dated 23.04.2025 appended to this report.

The home scored highly in their audit but some minor areas have been identified for improvement and the home must work towards the action plan set by the Medicines optimisation team.

It is vitally important that the service ensures the Council are fully informed of all medication incidents and near misses. It is mandated by the Teeswide Safeguarding Adults Board that Councils collect this information from all regulated services. The Council therefore requires homes to provide a monthly schedule of incidents or a statement of “nil return”.

The service has complied with this requirement having submitted information on 12 occasions in the last 12 months – see appendix 3 for further information.

The Home has demonstrated achievement of this outcome.

Outcome 8 - Cleanliness and infection control

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome.

Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Source – QSF Report 21st February 2024

There are arrangements for making sure that premises are kept clean and hygienic so that people are protected from infections that could affect both staff and people using services. This includes:- Up to date Policy and procedure - Staff Training, including with the IPC Nurses - Necessary resources - Risk Assessments - Cleaning Records/Schedules - Quality Audits.

Staff understand their roles and responsibilities in relation to infection control and hygiene and providers support with this.

Policies and procedures are maintained and followed in line with current relevant national guidance.

The service ensures that it alerts the right external agencies (e.g. HBC, visitors and professionals) to concerns around infections that affect people’s health and wellbeing.

The Service completes regular Hand Hygiene documentation. All staff have up to date IPC and Hand Hygiene training.

The Service provides and maintains a clean and appropriate environment in managed premises that facilitates the prevention and control of infections.

The Service engages with and updates the Infection Control Nurses when required.

The Home has demonstrated achievement of this outcome

The requirement to meet this outcome remains and the Council has monitored this throughout the year

Outcome 9 - Premises & Equipment

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome.

Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Source – QSF Report 21st February 2024

Technology is used to support people to receive timely care and support and is easy to use.

Equipment, which is owned or used by the provider, is managed to support people to stay safe.

The premises and safety of communal and personal spaces (such as bedrooms) and the living environment are checked and managed to support people to stay safe.

Learning from lessons is shared and themes are identified to make sure that action is taken to improve safety across relevant parts of the service. Staff learn from reviews and investigations by other services and organisations.

The service has arrangements to respond to relevant external safety alerts, recalls, inquiries, investigations and reviews. Information is shared to staff when appropriate.

People are involved in decisions about the environment. Any changes to the environment are managed to avoid causing distress to people who live there.

People have access to appropriate spaces: • in gardens and other outdoor spaces • to see and look after their visitors • for meaningful activities • to spend time together • to be alone.

The signage, decoration and other adaptations to the premises help to meet people's needs and promote their independence. The premises meet people's diverse care, cultural and support needs.

Staff with responsibility for maintaining equipment are appropriately trained to ensure it is fit for purpose.

There are plans for responding to emergencies or untoward events, and these are understood by all staff.

The Home has demonstrated achievement of this outcome.

The requirement to meet this outcome remains and the Council has monitored this throughout the year

Outcome 10 - Health & Safety

It has not been possible to complete the Health & Safety Assessment and verification this year. The Council will continue to develop the process for further assessment outside of the Quality Standards Framework

Outcome 11 - Moving & Handling

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome.

Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Source – QSF Report 21st February 2024

There is an up to date Moving and Handling Policy in place.

People who use the service are assessed in relation to their mobility needs and referrals are made to specialist agencies in a timely manner. Services using specialist equipment include an OT assessment.

The service ensures that risk assessments are robust and appropriate.

There is professional instruction/task guidance detailed in people's support plans, which is in date and followed by staff.

People are encouraged to assist, where safe to do so, in their own transfers.

When support is being given to move people, reassurance is given in a compassionate manner by staff.

The service has procedures in place to ensure that staff have skills, competencies, qualifications, experience and knowledge, to meet people's individual needs. The Service can evidence that: (a) Staff have had Moving and Handling Training within the last 12 months. (b) Moving and handling training is provided by a competent trainer. (c) Trained staff monitor staff techniques on a periodic basis.

Equipment is checked, maintained and serviced to ensure it is safe for staff and people to use. Moving and handling equipment is used in accordance with manufacturers guidance.

There has been no near misses or accidents whilst hoisting in the last 12 months.

The Home has demonstrated achievement of this outcome.

The requirement to meet this outcome remains and the Council has monitored this throughout the year

Governance

Outcome 12 - Leadership & Management

Determination - Fully Met

There is a registered manager in post. Charlotte Hope has been in position since May 2025

There are arrangements including within the rotas, for making sure that staffing levels are sufficient, staff have the right mix of skills, competencies, qualifications, experience and knowledge, to meet people's individual needs and personal preferences are accounted for where possible. Five Penny House has a small staff team which is generally stable

Managers are aware of the day-to-day culture in the service including the attitudes, values and behaviour of staff. They encourage staff to feel positive and proud to work in the organisation There has been a Whistleblowing incident in recent month which

The service promotes and supports fairness, transparency and an open culture for staff.

The manager makes sure that staff are supported, respected and valued. Their rights and wellbeing are protected and they are motivated, and caring.

The service shows honesty and transparency from all levels of staff and leadership following an incident. This is shared with people using the service and their families in line with the duty of candour. The service ensures people are supported when incidents occur.

Leaders have the skills, knowledge, experience and integrity they need to lead and inspire staff effectively.

The service has a clear vision and set of values and leaders make sure that these are promoted and understood by staff and embedded into practice.

The organisation promotes equality and inclusion within its workforce and all staff have up to date equality and diversity training.

The registered manager understands their responsibilities and are supported by the regional manager and the provider to deliver what is required.

All relevant legal requirements are understood and met, including CQC registration requirements, safety and public health related obligations, and the submission of notifications.

Staff are actively involved in developing the service.

There are strong links with the local community which have a positive impact on the service.

The service works in partnership with key organisations, including the local authority, safeguarding teams and Integrated Care Boards and multidisciplinary teams, to support care provision, service development and joined-up care and does so in an open, honest and transparent way.

The service has clear disciplinary procedures which are followed when it identifies that staff are responsible for unsafe practice.

The Home has demonstrated achievement of this outcome.

Outcome 13 - Staffing, Recruitment, Support & Learning

Determination - Fully Met

All staff have received appropriate induction upon commencement of employment.

Staff receive effective training in safety systems, processes and practices and this is reviewed regularly.

Staff receive feedback from managers in a constructive and motivating way, which enables them to know what action they need to take.

The service makes sure that responsibility and accountability is understood at all levels with clear and transparent processes in place for staff to account for their decisions, actions, behaviours and performance.

Staff are supported and protected when raising concerns and questioning practice including whistle-blowers.

Safety is promoted in recruitment practices, arrangements to support staff, training arrangements, disciplinary procedures and observations.

Staff respond in a compassionate, timely and appropriate way when people experience physical pain, discomfort or emotional distress.

People have their assessed needs, preferences and choices met by staff with the right qualifications, skills, knowledge and experience.

Staff are supported to keep their professional practice and knowledge updated in line with best practice.

Staff know and understand what is expected of them and this is reinforced with regular support, supervision, appraisal and training.

Staff teams work collaboratively, share responsibility and resolve conflict quickly and constructively. There are cooperative, supportive and appreciative relationships among staff.

There are effective systems of communication to ensure information is shared timely and appropriately so staff can carry out their roles and responsibilities effectively.

The service gives staff the time, training and support they need to provide care and support in a compassionate and personal way. Staff have time to listen to people, answer their questions, provide information and involve people in decisions

Staff work together to ensure that people receive consistent, timely, coordinated, person-centred care.

The Home has demonstrated achievement of this outcome.

Outcome 14 - Quality Assurance

Determination - Fully Met

The service maintains a log of whistleblowing, staff concerns, safeguarding and accidents or incidents and investigates each incident thoroughly. Action plans are developed and monitored to ensure actions are completed. There has been a whistleblowing incident in the past 12 months which was managed well by the home.

When incidents occur they are investigated and analysed to look for common themes and trends to ensure lessons are learned. Action is taken to continually drive improvement.

The service ensures that its approach to quality is integral and all staff are aware of potential risks that may compromise quality.

The service enables and encourages accessible open communication with all people who use the service including their family, friends, staff and representatives.

People's views and experiences are gathered and acted on to shape and improve the services and culture.

Resources and support is available to develop staff and teams and drive improvement, examples of these were provided by the manager.

Quality assurance systems enable the service to evaluate and learn from current performance ensuring continuous improvement and to improve future performance.

Success and innovation is recognised, encouraged and implemented
The service ensures that the delivery of care, treatment and support is inline with current local and national guidance.

The provider is accredited as standards met for 2025/26 for the DPST toolkit

The Home has demonstrated achievement of this outcome.

Outcome 15 - Complaints

The findings below are from the Quality Standards Framework Report for Five Penny House dated 21st February 2024 at which time the home was assessed as fully achieving the outcome. Reports from previous QSF assessments have shown the home has consistently met this outcome since the assessment framework was revised in 2021.

Source – QSF Report 21st February 2024

People who use the service are provided with information on how to make a complaint or raise concerns.

The complaints process is accessible, is easy for people to raise a concern or complaint.

There is a formal log of complaints which is kept up to date. Complaints are handled effectively with openness, transparency and confidentiality. The complainant receives regular updates, a timely response and an explanation of the outcome including the appeals process.

People who raise concerns or complaints are protected from discrimination, harassment or disadvantage and are supported throughout the process.

Concerns and complaints are used as an opportunity to learn and promote continuous improvement and examples of this were evidenced.

The Home has demonstrated achievement of this outcome.

The requirement to meet this outcome remains and the Council has monitored this throughout the year

Appendix 1 -- Medication logs

