

Review of compliance

Caring Hands Domicillary Services Limited
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Region:	South East
Location address:	4 Middle Road Park Gate Southampton Hampshire SO31 7GH
Type of service:	Domiciliary care service
Date of Publication:	March 2012
Overview of the service:	<p>Caring Hands Domiciliary Services Limited is registered with the Care Quality Commission to provide the regulated activity personal care.</p> <p>The agency is based on the outskirts of Southampton and provides care and support to people who live in their own home.</p>

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

Our current overall judgement

Caring Hands Domiciliary Services Limited was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 17 February 2012, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

As part of this visit, we spoke to some people over the telephone to seek their views. People expressed a high degree of satisfaction with the help and support and were complimentary about the staff.

People commented that the staff were 'pretty good' and they always arrived at the planned times for their visits. They told us that they had the regular staff that ensured continuity of care. They were happy with the care provided and that they felt safe and well looked after.

They said that the staff had carried out an assessment to ensure that the agency could meet their needs prior to providing care. They also said that care was tailored to their needs and that the staff had involved them or their relatives in the planning and delivery of their care.

We were told that the staff were always kind and courteous and respected their privacy and dignity when providing care. A person said that the staff 'excelled themselves' when assisting them with their care. They commented that the staff 'were a wonderful bunch of girls'. One person said that the staff 'do all they can to help'. Most of the people said that there had been some recent staff shortages; however this had not affected their care.

Relatives told us that the staff always arrived on time as agreed with the agency. We were told that staff would inform them if they were running late for their visits.

What we found about the standards we reviewed and how well Caring Hands Domiciliary Services Limited 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

There is a system to assess and provide information to people. This takes into account their wishes, choices and their privacy and dignity.

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

There are systems in place to assess people's needs. Care plans are personalised and reviewed regularly to ensure people receive the care and support they require.

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

The agency has training and support systems in place to ensure that people who use the agency are protected from abuse, or the risk of abuse, and people's rights are respected.

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

People are care for by staff who receive the necessary training and support to care for people who use the service.

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

The provider has ensured that people who use the service are safe, that the quality of the care provided is risk managed and that there is a culture of monitoring the quality of service provision.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People said that the staff were always kind and courteous and respected their privacy and dignity when providing care. One person said 'the staff 'excelled themselves' when assisting them with their care. They commented that the staff 'were a wonderful bunch of girls'.

Other evidence

We looked at a sample of four care records. These indicated that people were assessed prior to receiving care to ensure that the agency would be able to meet their needs. We were told that the agency always tried to obtain copies of assessments from people's care managers but these were not always received. The records contained evidence of people's agreement to care, as they had signed their care plans.

The care records showed that people were offered the choice of same sex care staff to support them. A male client told us that they had mainly male carers and this worked well for them.

People confirmed that their privacy and dignity were maintained when receiving care. The care plans contained detailed information for the staff about people's personal care needs. Information was provided to people using the service at the point of referral and

people confirmed that they knew how to contact the staff at the office.

We saw the information pack that was provided to all new people. This contained detailed information about how to contact the agency including out of hours contact numbers.

Our judgement

There is a system to assess and provide information to people. This takes into account their wishes, choices and their privacy and dignity.

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

People told us that the staff were very kind and they felt well supported. People described the staff as 'great bunch of girls. They said that care and support was provided in a respectful manner.

We were told that the staff respected their privacy and dignity at all times. One person said that the staff 'do all they can to help'. Most of the people said that there had been some recent staff shortages; however this had not affected their care.

They said that they were usually provided with the same staff which meant that there was continuity in their care.

Other evidence

We looked at four care plans, assessments and records of care. The risk assessments were detailed and any risks assessed were supported by a detailed care plan. The care plans were person centred and contained evidence of people's involvement. They contained details of how they wanted to be supported. The agency had obtained written agreement to these from the people concerned.

There was evidence of people's individual preferences being respected in the care plans. Care plans and assessments contained information to inform staff practices. This included personal care, continence management, communication, pressure risks and equipments, medicines and the management of falls.

Each aspect of the care required had also been assessed for any risks involved, such as mobility, equipment needed, and their home's environment. Care records also contained detailed risk assessments for people who were administering their own medicines.

The care record for one person contained information about the person's safety. Staff were to ensure that they had their walking frame and alarm pendant at hand prior to leaving their home.

Another person's care plan contained detailed instruction on their personal care routines. This included the application of different creams to different parts of their body as prescribed.

There was evidence in the records that regular reviews were undertaken to ensure that the plans of care remained current and up to date.

The daily records were detailed and indicated that the staff were aware of people's needs and were following their care plans.

Our judgement

There are systems in place to assess people's needs. Care plans are personalised and reviewed regularly to ensure people receive the care and support they require.

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

People said that they felt safe and the staff were very kind and always made them feel at ease. They told us that they had developed a good relationship with the staff and were 'very happy' with their help and support.

Other evidence

The agency had policies and procedures about safeguarding people. Staff we spoke with were aware of the procedures for protecting vulnerable people and told us they would report any concerns to the management. They demonstrated a good knowledge of what constituted abuse and action they would take if abuse was suspected.

Staff confirmed that the agency's induction process included training about safeguarding adult and children procedures. We saw evidence of training in the randomly picked staff records we reviewed.

Staff were aware of the whistle blowing procedure and felt confident in using it. They said that the manager operated an open door policy and they would have no hesitation to report any concerns.

The agency had a policy on shopping and financial transactions that the staff undertook on behalf of the people they were supporting. Staff maintained details of all transactions and receipts.

Our judgement

The agency has training and support systems in place to ensure that people who use the agency are protected from abuse, or the risk of abuse, and people's rights are respected.

Outcome 14: Supporting staff

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 staff

Our findings

What people who use the service experienced and told us

People told us that they felt the staff had the skills they needed and provided them with appropriate care and support. They described the staff as excellent and 'wonderful bunch of girls.' The staff said that they felt supported and there was good team work.

Other evidence

The agency had an induction and training programme in place for the staff. We spoke with the staff who confirmed that they had completed an induction when they joined the agency. We were told that all new staff worked with a senior care staff member who supported them throughout this period.

The records showed that the staff had completed mandatory training as per the agency's policy. These included first aid, food safety, fire safety, health and safety, moving and handling, medication and safeguarding adults. Other training included catheter care and the use of Warfarin. Staff were provided with the agency's handbook and code of practice.

The manager said that up to 50% to 60% of the staff had completed National Vocational Qualification (NVQ) in care. Staff told us that they had completed training in mental capacity and deprivation of liberty and was planning to cascade this to all the staff in the coming months.

We were told that field care supervisors carried out regular 'spot checks' to monitor staff practice. We saw records of these during our visit. A staff supervision programme was in place that looked at their training and development needs.

The staff confirmed and records showed that these occurred at regular intervals as per their policy. The manager told us that all staff had an individual training plan and received yearly appraisals. A staff member told us that following their appraisal they had been put forward for NVQ training.

The training matrix showed that some staff had not completed their updates in January 2012 as planned. The manager told us that they were aware of this and this was being addressed.

Our judgement

People are care for by staff who receive the necessary training and support to care for people who use the service.

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 told us that they were content with the care that they were receiving. They said they knew how to raise any concerns with the manager and the staff at the office. They wanted to stress that they did not have any complaints. They were confident that any issues raised would be addressed by the manager and staff at the office.

Other evidence

The agency had systems in place to monitor the quality of the service provision. They carried out a customer satisfaction survey which showed that people were satisfied with the care that they were receiving. The manager said that a customer survey was planned for this year. They carried out 'spot checks' and sought feedback from people as part of these visits.

The agency also sent out regular clients' newsletter that provided them with information. The last newsletter was sent out in January 2012, the topics included financial support, getting help with heating, eating well and Age UK contact number.

The agency had a system and planned all visits a week in advance. The staff told us that they felt there was enough time allocated for visits. A sample of this showed that people were provided with regular staff that ensured continuity in their care.

Care plans and risk assessments were reviewed regularly and following any changes in people's conditions and detailed care plans developed.

There was a system in place to monitor and respond to any concerns or complaints. Staff told us they would refer any complaints to the management and would also encourage people to do so. A complaint log was maintained which contained any action taken and correspondence with the complainant.

There were systems in place to monitor the quality of the service provided. The provider regularly sought the views of people about the quality of the service.

Our judgement

The provider has ensured that people who use the service are safe, that the quality of the care provided is risk managed and that there is a culture of monitoring the quality of service provision.

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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