Review of compliance

Sussex Grange Limited Sussex Grange Home Care	
Region:	South East
Location address:	14 Vincent Road Selsey Chichester West Sussex PO20 9DH
Type of service:	Domiciliary care service
Date of Publication:	February 2012
Overview of the service:	Sussex Grange Home Care is registered to provide personal care to people in their own homes. At the time of the inspection visit the agency provided care to 49 people.

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

Our current overall judgement

Sussex Grange Home Care 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 4 January 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

We spoke to three people who receive a service from the agency and to the relative of one person.

People told us they were satisfied with the service provided by the agency.

People said the care staff arrived on time, stayed for the length of time agreed and completed the tasks asked of them. We were also told that carers asked people what they want help with and that on occasions they will stay for longer than the agreed time so that people were fully supported.

People said they were given a written weekly schedule of the times that care will be provided to them alongside the names of each carer for each appointment.

People said the staff treated them with respect and kindness. We were also told that staff listened and acted on what people wanted help with. Staff were said to talk to people in a friendly and engaging way.

The agency was said to be pro active in seeking the views of people. We were told that a satisfaction survey was provided to people and to relatives. Comment was made that the manager was approachable and had adjusted any care arrangements to meet people's preferences.

People said that they felt safe with the agency's staff.

What we found about the standards we reviewed and how well Sussex Grange Home Care was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People have been treated with respect and dignity.

Care has been provided on an individualised basis taking account of people's views and choices.

On the basis of the evidence provided and the views of people using the services 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

People received safe, effective and appropriate care based on comprehensive assessments of needs which incorporated the views of people and their relatives.

On the basis of the evidence provided and the views of people using the services 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

The agency had systems to ensure people were protected from possible abuse and for dealing with any concerns about safety.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

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

People received care from a well trained, competent and supervised staff team.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

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

People benefit from safe quality care and support due to effective decision making and the management of risks and changing care needs.

On the basis of the evidence provided and the views of people using the services 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
People said that they have been treated with kindness and respect by the agency's staff.

Care was said to be arranged around people's needs and their preferences. People said that the agency has been responsive to any requests for reviews of their care.

People said they were consulted about their care.

People said they have been given opportunities to express their views on the standard of service provided by the agency by periodic surveys or more informal contact.

People said the agency provided information about the service it provides in the form of a brochure.

Other evidence
We saw that the agency had a brochure with details about its service including costs. The manager told us that the brochure is provided to people enquiring about a service. The agency also had a Personal Home Care Handbook with details about the agency's aims and objectives, the complaints procedure, the 'on call' service and the quality

assurance process.

We saw that each person had an individualised care plan based on their assessed needs. The care plans were written with the person's needs and preferences as they saw them. For instance, there was a section called, 'What is my Support Plan meant to achieve.'

The agency had a weekly schedule of appointments for each person with the times and names of care staff for each appointment. The manager told us that this is updated each week and sent to each person so that they know who is providing their care and at what time.

We saw that there was a written delivery agreement regarding the arrangements for care and that this was signed by the person concerned.

Our judgement
People have been treated with respect and dignity.

Care has been provided on an individualised basis taking account of people's views and choices.

On the basis of the evidence provided and the views of people using the services 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
People said they are satisfied with the care and support they have received from the agency.

Staff were said to treat people well and to actively engage with people when helping them.

People said they were consulted about the support they need and were given a copy of their care plan as well as a weekly schedule of the times of care along with the names of staff visiting them.

Relatives told us they were consulted about the arrangements for care so that the support they provide was incorporated into the care plan.

The service provided was said to be reliable with carers arriving on time and completing the tasks as set out in the care plan. In some cases people reported that staff stayed for longer than the agreed times in order that they received the help they needed.

Other evidence
We looked at care records for four people.

Each person's details such as next of kin and date of birth were recorded along with a photograph of the person.

There was an assessment overview for each person which included the following: overall health, appetite and nutrition, dementia and mental health needs, personal care, continence, dressing, night checks, communication and safeguarding. There was also an assessment for predicting the development of pressure sores.

Each person had a care plan which included the daily times of care, the type of care and the numbers of care staff needed for delivering the care. We found the care plans were written with the person as the focus. Records also included a daily support plan.

People had signed a delivery of care agreement.

Care staff recorded the details of each appointment with each person. These were found to be in detail with the signature of the staff member plus the date of entry.

There were moving and handling assessments with details of how people should be lifted including the numbers of staff and the use of any equipment.

Assessments of the home environment were seen as well as details of any arrangements for accessing people via the use of door keys.

The manager and staff told us how they liaised with the relevant medical professionals such as district nurses and GPs.

Care staff told us they referred to people's care plans when providing care and that this gave them the information needed to provide effective care to people. Care staff also said they received a verbal brief of the care needs of new people. Staff said they speak to people to ask them what type of help they need. Care staff said the agency has met people's care needs.

Staff said they had enough time to complete the care tasks for each person and that they stayed longer if needed to ensure care needs were met.

We saw that the agency had copies of social services assessments of need for individual people.

The manager told us the agency completes a monitoring form for the local authority every three months regarding the care of people.

We spoke to two health and social care professional about the agency. Sussex Grange Home Care was said to provide a reliable and personable service to people. The standard of care was said to be good and comment was made that the manager and staff, "Go the extra mile" to look after people. The agency was said to liaise effectively with health and social care professionals and to seek advice appropriately.

Our judgement
People received safe, effective and appropriate care based on comprehensive assessments of needs which incorporated the views of people and their relatives.

On the basis of the evidence provided and the views of people using the services 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
People told us they felt safe with the agency's staff and were reassured by a reliable service.

Other evidence
A relative told us the agency provides contact telephone numbers for use in situations where more immediate advice and consultation was needed. We saw that this was recorded on the weekly schedule of care given to each person.

Staff records showed that staff received safeguarding training. We also saw that staff completed a questionnaire on safeguarding. We saw that the agency had a copy of the local authority safeguarding procedure. Care staff confirmed they completed safeguarding training course and were aware of the procedures should they have any concerns.

The manager told us the agency has raised safeguarding alerts to the local authority when needed.

Where the agency supported people with their finances we saw that there was a system of recording which included any amounts deposited or spent on behalf of people with a corresponding balance. Receipts were kept where the agency had made purchases on behalf of people.

Our judgement

The agency had systems to ensure people were protected from possible abuse and for dealing with any concerns about safety.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

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 said they liked the staff. Staff were reported to be kind, personable and helpful.

A relative said the staff were kind, lively and gentle in their approach, always taking time to talk to their relative who was receiving support. This person added, "They're fantastic."

Other evidence
The manager told us newly appointed staff have an induction to prepare them for their job and this involved a two week period of 'shadowing' more experienced staff. We saw the agency's induction procedure was comprehensive. There was a completed induction checklist for a recently appointed staff member. This included the staff member recording their signature to acknowledge completion of the induction. Staff told us that they received an induction when they started work and that this consisted of a period of 'shadowing' more experienced staff. The induction was said to be sufficient to prepare for the job.

Each staff member had a record of training, supervision and performance appraisal. Training was provided in moving and handling, infection control, nutrition, Parkinson's disease, the safe handling of medication, health and safety, fire safety, food hygiene, first aid, equality and diversity and safeguarding. Records also showed that staff had opportunities to complete National Vocational Qualifications in care.

Staff told us they attended a variety of training and were supported in their work.

There were records of staff supervision, which included direct observation of staff at work. The manager told us these were carried out during the day and at night and that staff had no prior notice of the observation. We saw records of staff performance appraisals.

The manager told us the agency completes a monitoring form for the local authority every three months regarding staff training and supervision. The local authority told us the agency provides a good standard of staff training, which is up to date.

Our judgement
People received care from a well trained, competent and supervised staff team.

On the basis of the evidence provided and the views of people using the services we found the service to be compliant with this outcome.

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 said they have been able to express their views about the service. This included the completion of a satisfaction survey questionnaire.

People said they felt able to raise any issues with the manager and that the agency had taken account of people's requests for a change in their care arrangements.

Other evidence
A relative told us the agency provided a service that was flexible so that changing care needs were accommodated.

We saw that the agency used surveys to check the views of people who received a service. We looked at a sample of five of these which were completed in June 2011. People had an opportunity to comment on a number of areas by giving a score of poor, average, good or excellent. The overwhelming comments rated the service as 'excellent.'

Care reviews have taken place and care packages amended to reflect changing care needs.

Staff training and performance has been monitored and included regular supervision and appraisal.

The agency completes a three monthly audit of a sample of people's care needs, staff

performance and training. These were completed at the request of the local authority purchasing and commissioning team. The local authority told us the agency is well managed and provides any information requested in a timely way.

A health and social care professional described the manager's commitment to the care of people and to her work as "amazing."

Our judgement
People benefit from safe quality care and support due to effective decision making and the management of risks and changing care needs.

On the basis of the evidence provided and the views of people using the services 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

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