

## Origin Recruitment Limited

# Origin Recruitment Limited

### Inspection report

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Date of inspection visit: 06 and 22 January 2016  
Date of publication: 29/03/2016

## Ratings

### Overall rating for this service

Good 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Good 

## Overall summary

This inspection was carried out on the 06 and 22 January 2016. Origin Recruitment Limited is registered as a domiciliary care agency with the Care Quality Commission. We last inspected the service in October 2013. We identified no breaches in the regulations we looked at.

Origin Recruitment Limited provides 24-hour live-in care for people with spinal injuries. Services are specifically designed for those people with a spinal injury, and

undertaken by staff who have had specialist training. The carer's role is to make independent living a reality by working with people to overcome the challenges of day-to-day life. The service operates nationally in the United Kingdom and Eire. An out of hours contact number is provided for use in the event of an emergency.

As the agency is small we gave 24 hours' notice of our inspection. This was because the registered manager and managing director are involved in the day to day running

# Summary of findings

of the agency and we needed to ensure they were available. The office is based in Lancaster with parking available at the building. At the time of the inspection Origin Recruitment Limited provided support to 45 people.

There was a manager who was registered with the Care Quality Commission. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People who used the service told us they were happy with the care and support provided. People applauded the way in which Origin Recruitment Limited enabled them to live independent lives.

There were systems in place to ensure people who used the service were protected from the risk of harm and abuse. Staff we spoke with were knowledgeable of the action to take if they had concerns in this area. They told us the registered provider encouraged concerns to be raised.

Staff were knowledgeable of peoples' assessed needs and delivered care in accordance with these. People who received care and support told us they were happy with the care provision from Origin Recruitment Limited.

People's nutritional needs were considered as part of the assessment process and reflected within care documentation.

People told us they worked in partnership with Origin Recruitment Limited. They told us they were empowered to manage their own healthcare.

There was a culture of learning within the organisation. The managing director had designed specialised training

to enable staff to provide support which met peoples' needs. Staff and people who used the service commended this. People who used the service were asked their views on staff performance to enable effective supervisions to take place. Feedback to staff was carried out to enable continuous improvement and development to take place.

People were consulted and involved in the care planning process to ensure support was arranged to meet their needs and wishes.

There were arrangements in place to ensure people received their medicines safely.

Sufficient recruitment checks were carried out prior to a staff member starting to work with the agency. Staffing was arranged to ensure people received care and support at the time they wanted.

In addition to the registered manager, there were three care managers in place. The care managers were responsible for the effective co-ordination of staff. They engaged with people to ensure their needs and wishes were assessed and understood.

There was a complaints policy in place, which was understood by staff and was available to people who used the service. People were encouraged to give feedback to staff through telephone conversations, face to face meetings and quality surveys.

There were a range of quality audits in place to identify if improvements were required. People were encouraged to give feedback on the service through telephone calls and quality surveys.

Staff spoke professionally and respectfully about the people they supported. They told us they were committed to enabling people to live the lives they chose.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

The service was safe.

The provider had procedures in place to protect people from abuse and unsafe care. Staff were knowledgeable of these.

There were arrangements in place to ensure people received medicines in a safe way.

Assessments were undertaken to ensure risks to people who used the service were identified. Written plans were in place to manage these risks.

Staff were safely recruited, and staffing levels were sufficient to respond to peoples' individual preferences.

Good



### Is the service effective?

The service was effective.

People were empowered to manage their own healthcare.

The provider had designed a specialised training programme to ensure people were supported by competent and skilled staff. People were asked for their feedback on staff performance to enable effective supervisions of staff to be carried out.

Peoples nutritional needs were considered as part of the assessment process and documentation reflected peoples preferences.

The management and staff demonstrated their understanding of the Mental Capacity Act, 2005 (MCA).

Good



### Is the service caring?

The service was caring.

People were treated with care and respect and their dignity was maintained.

People were involved in the development of their care plans.

Staff spoke professionally and respectfully of the people they supported and demonstrated a person centred approach.

Good



### Is the service responsive?

The service was responsive.

Care records outlined peoples care and support needs and staff were knowledgeable of people's needs and wishes.

Staff responded to peoples' requests and direction as instructed by people who used the service.

There was a complaints policy in place to address complaints made regarding the service the agency provided.

Good



# Summary of findings

## Is the service well-led?

The service was well-led.

Systems and procedures were in place to monitor and assess the quality of service people were receiving.

A range of audits were in place to monitor the health, safety and welfare of people who used the service.

The registered provider consulted with people they supported for their input on how the service could continually improve.

Staff told us they felt supported by the management team.

Good



# Origin Recruitment Limited

## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection was carried out on the 06 and 22 January 2016. As the agency was small we announced our inspection. This was to ensure the registered manager and managing director were available. At the time of the inspection Origin Recruitment Limited provided care and support to 45 people.

The inspection was carried out by one adult social care inspector.

Before the inspection, the provider completed a Provider Information Return (PIR). This is a form that asks the

provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed this as part of our inspection planning. We also reviewed information we hold regarding the service. This included any statutory notifications, adult safeguarding information and comments and concerns. This helped us plan the inspection effectively. We also contacted health professionals to ascertain their views.

During the inspection we spoke with five people who received care and support from Origin Recruitment Limited and one relative. We spoke with the managing director, the registered manager and the head of training. We also spoke with the quality assurance co-ordinator and a care manager. In addition we contacted three care staff following the inspection. This was done by telephone.

We looked at a range of documentation which included two care records and three staff files. We also looked at computerised care records, a quality survey and three staff training records.

# Is the service safe?

## Our findings

People told us they felt safe. One person who received care and support told us, "I feel totally safe." A further person said, "I'm very safe."

We viewed two care records and saw individualised risk assessments were carried out and evaluated appropriate to peoples' needs. We saw risks to peoples' health and wellbeing were assessed. We saw risk reduction methods were used to ensure peoples' safety was maintained whilst promoting their independence. For example we saw care plans documented the equipment staff used to support people and the way people had agreed to be supported. We also saw environmental risk assessments were carried out. The assessments identified the risks in place and the control measures implemented to ensure the risk was minimised.

Staff told us they were confident they had sufficient information to support people safely. They also told us if they were concerned that a risk assessment required updating, this would be discussed with the person who used the service to ascertain their views. Staff told us they involved people in the management of risk as people were able to provide insight into the steps that could be taken to minimise any risk identified. Staff also told us they could contact the management team at Origin Recruitment Limited for advice and were confident they would respond quickly. This demonstrated to us there were systems in place, of which staff were knowledgeable to ensure people were supported safely.

Staff explained they had received training to deal with safeguarding matters. Staff demonstrated an understanding of signs and symptoms of abuse and explained how they would report these. They told us they would immediately report any concerns they had to the managing director, the care manager or the registered manager if this was required. Staff said this was expected of them. One staff member commented, "Safeguarding was covered in detail during training. Reporting was made clear to us." We saw there was a safeguarding procedure in place and staff confirmed they had access to a 24 hour on call system if they required extra information.

The registered manager told us they employed an external consultant to support the recruitment of staff. We were told the consultant screened all applications and carried out

initial interviews. This was to assess if a potential staff member was suitable to progress to the next stage of the recruitment process. The registered manager told us if potential staff members were successful, they were then interviewed by members of the management team to further assess their suitability.

We reviewed documentation which showed safe recruitment checks were carried out before a person started to work at the service. The staff we spoke with told us they had completed a disclosure and barring check (DBS) prior to being employed. This is a check which helped ensure suitable people were employed to provide care and support. We saw appropriate references were sought for each new employee and interview notes were kept. The registered manager told us the checks and interviews were an essential part of assessing if people were suitably skilled and of good character.

We asked the managing director how they ensured there were sufficient numbers of suitably qualified staff available to meet peoples' needs. They told us the rotas and annual leave were agreed in advance. They explained this helped ensure there were sufficient staff available to support people. We were also told there was a small bank of on call staff available. We discussed this with a care manager. They explained this was to ensure that if unplanned leave had to be taken, there were sufficient staff available to provide cover. We saw documentation which confirmed staffing was arranged in advance to ensure adequate staff were available.

We asked people their opinion of the staffing provision. People were positive regarding the availability of staff. They told us they had no concerns with the arrangements in place. Comments we received included, "There's a peace of mind because a stand in staff member is available." And, "Timekeeping, availability, reliability is never a concern." Also, "Consistency of staff is very good."

During this inspection we checked to see if medicines were managed safely. We saw care plans contained information to ensure the responsibilities of, staff and the people who received care and support were clear. This helped ensure people were supported to take their medicines safely.

## Is the service safe?

The staff we spoke with told us they had received training to enable them to support people to take their medicines and this was refreshed to ensure their skills were maintained. We saw documentation which confirmed this took place.

People told us they were effectively supported to take their medicines. We saw documentation which evidenced people were asked if they wished staff to maintain Medicine and Administration Records (MAR). If people declined this was clearly documented to ensure the responsibilities of each party was understood.

We asked how Origin Recruitment Limited ensured incidents and accidents were monitored and trends identified. The quality assurance co-ordinator explained there was a reporting structure in place which allowed incidents and occurrences to be categorised according to type. We saw incidents were categorised into separate areas such as safeguarding, poor staff performance and moving and handling concerns. The quality assurance co-ordinator said this allowed for further investigations to be carried out as required.

# Is the service effective?

## Our findings

The feedback we received from people who received care and support was unfailingly positive. One person told us, “The care is good.” A further person described the care and support they received as “Excellent.” People gave examples of how the care and support they received enriched their lives. One person told us they were able to continue with their employment as a result of the support they received. They spoke highly of the care and support which enabled them to live their lives. They told us, “I couldn’t do this without them.” A further person said, “I can live life. I live it differently but with the support of [Origin Recruitment Limited] I can live it. Fantastic care.”

All the people we spoke with told us they were empowered to manage their own care and the service worked closely with them to ensure this was achieved. People spoke enthusiastically about the way they were supported. Comments we received included, “The care is tailor-made for me, I manage my care and [Origin Recruitment Limited] work hand in hand with me.” Also, “The difference with [Origin Recruitment Limited] is they put you in control of your care package. This is true partnership working.” They went on to describe their experience of living with a spinal injury and the impact the support they received from the service had on them. They told us, “To be back in control when you have such a significant life change is liberating.”

The care files we viewed contained sufficient information to enable staff to deliver support in the way people wished. We also saw if other health professionals were involved in people’s care, relevant information was contained within the care records. Staff told us they used the information to discuss people’s needs with them. We spoke with five people who confirmed staff discussed their wishes, needs and preferences with them and responded to specific instruction and direction in order to support them effectively. All the people we spoke with told us they managed their own care and staff supported them as instructed.

We saw care documentation considered the nutritional needs of people who used the service. We noted allergies were clearly recorded and staff we spoke with confirmed this information was available to them prior to support being provided. Staff also told us they had received training in food hygiene skills so if people requested support with food preparation, this could be provided.

We asked the managing director and the registered manager to explain the training provided at the service. The managing director told us they had developed a specialised training course which was accredited by a local college. They told us this was in response to the lack of specialised training available. The managing director spoke passionately about the importance of ensuring people received high quality care. We were informed the training included areas such as anatomy of the spine, skin care and equality and diversity. The managing director told us they considered the training to be crucial as people who received support had specific and specialised needs.

We discussed the training with the appropriate person at the local college. They told us Origin Recruitment Limited consulted with them to ensure the training met the needs of people who used the service.

Staff told us the training was thorough and was a mixture of practical and theory based activities. Practical training included an assessment of driving skills and manual handling techniques. Staff explained they were required to complete evaluations. We discussed this with the head of training who confirmed this. They told us this enabled the training to be improved if required. Further discussions with the training facilitator at the local college evidenced this process took place. This demonstrated the registered provider had systems in place to review the training and development provided and build upon staff skills.

We spoke with staff to ascertain the effectiveness of the training provided. Staff were overwhelmingly positive and described the training as “Excellent”. And “Highly detailed”. Also “Superb.” Staff praised the training. They explained the training was specialised to enable them to be competent professionals. One staff member told us, “It was highly skilled training, really intense and made a big difference to my knowledge base.”

We asked staff why they considered the training to be effective. Staff were keen to tell us they considered the training to be exceptional. We were told, “I felt confident I could assist people safely and with respect. The training was key to that.” Also, “The training was the best I’ve ever had. It covered everything that’s important to people we work with.” In addition, “All the training I had was evidence based, delivered professionally and related to the people we work with. I could apply it in practice.”

## Is the service effective?

The managing director (who also used the service) told us as part of the induction they delivered training to staff. They explained the training helped ensure the challenges people living with a spinal injury may face were understood. Staff confirmed that as part of the induction training, they participated in the training delivered by the managing director. They told us this gave them an insight into the support they were employed to deliver and the impact their support had. Staff spoke emotionally of the impact the training had upon them. They said, "It was invaluable. It gave me some kind of perspective of what people's lives are like." Also, "The training the [managing director] gave us really illustrated the challenges people face and how we can help them overcome them." One staff member said, "It helped me step into [the managing directors] world and see it through their eyes."

We spoke with five people regarding the training and development provided. All the people we spoke with were consistently confident that staff received sufficient training to enable them to provide care and support. They spoke unreservedly about the skills of staff. They told us they considered the training to be excellent. People told us they were confident in the skills of staff. We were told, "The training must be excellent because the care is good." And, "They receive a lot of training, good quality training." Also, "The standard of training is a credit to the company." In addition, "Staff are trained to a high standard. Further comments included, "Staff are professionals in their role." Also, "Staff are well informed and skilled." And, "They do the training terrifically well."

Discussions with staff and reviewed training records confirmed staff had access to training and development activities. We also saw training information was sent to staff regarding specific topics such as pressure care. We saw evidence that if staff wanted to gain further qualifications, the registered provider enabled them to do this. We viewed an email that showed further accredited distance learning was available with financial support if required. This demonstrated staff were able to maintain and further develop their skills so they could provide safe and effective care.

There was a culture of learning within Origin Recruitment Limited. The registered manager told us they contacted people who used the service to gain feedback on staff performance. They told us this enabled effective supervisions to be carried out. Supervision is a meeting

where staff performance is discussed and learning needs identified. We spoke with people who used the service who confirmed they had been asked to provide feedback regarding staff performance and conduct. People told us they welcomed this opportunity as it enabled them to give constructive feedback and praise staff when they had excelled in their role. One person told us, "It's refreshing to be so involved and be able to give credit where it's due." This demonstrated the registered provider sought to involve people to enable a holistic review of staff performance to be achieved.

Staff confirmed they attended regular supervisions and appraisals where peoples' feedback was discussed with them. Staff told us feedback from people was discussed with them at supervisions to ensure they had an understanding of people's views, identify learning needs and improve the service provided. We saw documentation which showed staff received formal feedback regarding their performance with action planning as appropriate. One staff member told us, "Learning about yourself from another's perspective is important." This demonstrated feedback from people was valued and acted upon to enable effective reflection and learning.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

We discussed the Mental Capacity Act (MCA) 2005 with the managing director and the registered manager. They told us they were aware of the legislation in place and the importance of ensuring the correct processes were followed if this was required. At the time of the inspection there was no-one receiving support who lacked mental capacity. Staff we spoke with demonstrated a good awareness of the MCA and confirmed they had received training in these areas. They told us they would discuss any concerns with the people they supported and the managing director and registered manager. They told us this would help ensure peoples' rights were protected.

## Is the service effective?

Prior to the inspection we contacted external health professionals to seek their views on the service Origin Recruitment Limited provided. We received positive feedback.

# Is the service caring?

## Our findings

People told us they felt the care provided met their individual needs. Comments we received included, “The service is very personal.” And, “Staff are very professional, very conscientious and very good.” In addition we saw documentation which evidenced staff were caring. The provider maintained a file which contained compliments from people who used the service. We saw positive comments had been made regarding the support provided by Origin Recruitment Limited. They included, “I’m pleased with the continuity and quality of care.” And, “I am very grateful for your kind attention and services.” Also, “[Staff member] is competent, caring, pleasant natured and who listens and takes time to understand.”

The care records we viewed showed people were involved in the development of their care plans and the people we spoke with confirmed they were involved in this process. People told us that prior to using the service; they had met with a representative from Origin Recruitment Limited to discuss their needs and preferences. They also told us this was developed into a care document which recorded their wishes and needs. All the people we spoke with gave positive feedback regarding their involvement with developing their care package. Comments we received included, “They try to involve you as clients.” And, “I’m involved in my care reviews, fully involved.” Also, “They’re keen to involve you at all stages.”

We asked the registered manager what arrangements were in place if people wanted support from an advocate. The registered manager told us a person who used the service

was able to provide advocacy support if this was required. We spoke with the person who confirmed they had supported people following referral by the registered manager.

In addition the managing director told us they sought to inform and support people through direction to appropriate organisations. We viewed the provider’s website and saw links to organisations were available for people to access if they wished to do so.

We spoke with staff who demonstrated a caring and professional approach towards the people they supported. Staff told us, “We have to be person centred and place the people we care for at the centre of their care.” And, “I aim to give the best care possible.” Also, “The focus is on supporting people and allowing them to lead their care.” One staff member said, “You know you’re doing the right thing when you see someone with a spinal injury living their life to its fullest.”

People told us they felt respected and their dignity was maintained. All the people we spoke with told us they directed their own care and staff respected this. In addition people told us staff were attentive to their needs and wishes.

Staff told us they maintained the privacy and dignity of people they supported in a variety of ways. For example by responding to peoples’ requests if they wished to make telephone calls in private, only accessing the areas of peoples’ homes they were permitted and not divulging personal information to people who were not authorised to know. This demonstrated staff respected peoples’ rights to privacy and upheld their dignity.

## Is the service responsive?

### Our findings

People told us they considered care staff responded well to direction and instruction regarding their care. One person told us they often had to change their plans at short notice. They informed us staff responded quickly to ensure their wishes and preferences were met. A further person told us Origin Recruitment Limited had responded well to their request for support. They told us that as part of their continuing healthcare funding, an assessment was required to be carried out. They told us this was a critical part of the funding process and it was important this was carried out in a timely way. They told us Origin Recruitment Limited had worked well with them throughout this process. They said, "Continuing healthcare funding allows a mixture of medical and social care to be provided and [Origin] understood that. They worked with me throughout and scheduled assessments, which took place as we arranged."

All the people we spoke with told us they were asked to identify preferences in regard to staff. For example if they preferred male or female staff to support them, or smoking or non-smoking staff. This demonstrated Origin Recruitment Limited sought peoples' preferences and responded to these.

The care records we viewed contained assessments which informed individual care plans. We noted the care plans contained information on how and when people wished to be supported. For example one care record described the daily routine of the person. This documentation we viewed was sufficiently detailed to enable staff to respond according to peoples' wishes and preferences.

People told us they were happy with the response from staff if their daily routines changed. One person told us staff were supportive of any changes. They commented, "The service is designed for me."

We saw there was a complaints procedure in place which described the response people could expect if they made a complaint. At the time of the inspection one complaint had been made. We saw the complaint had been addressed and a resolution reached.

People told us they had access to a complaints procedure and they felt able to talk to staff or members of the management team if the need arose. One person told us, "I've no complaints what so ever." A further person commented, "No complaints."

The staff we spoke with explained they would refer any complaints to members of the management team. One staff member told us, "I would refer any complaint to [care manager or registered manager] because by doing that, a way to improve what I do might be identified."

This demonstrated there was a procedure in place, of which the staff were aware to enable complaints to be addressed.

In addition to the provision of live in support, the registered manager told us staff also accompanied people on holidays abroad if this was requested. We spoke with one person who confirmed staff had accompanied them. The managing director told us they also owned and made available, an accessible holiday apartment for people if they wished to utilise this. This demonstrated Origin Recruitment Limited was responsive to the wishes of people who used the service.

# Is the service well-led?

## Our findings

The managing director and the registered manager described the management structure in place. They told us they employed a variety of disciplines to ensure the smooth running of Origin Recruitment Limited. This included a recruitment consultant, a director of care services, a client services liaison manager, and three care managers. In addition Origin Recruitment Limited also employed a head of training and a quality assurance co-ordinator.

The managing director told us they considered the focus on quality was paramount. They spoke of their aim to provide a quality service which was person centred and constantly sought to improve.

All the staff we spoke with were clear about their roles and reporting structures in place. They told us they had regular contact with the care managers who were responsible for organising their duties. They also told us they had met the registered manager and the managing director during their induction and found them to be approachable and committed to the provision of a quality service.

Staff spoke positively about the support they received from members of the management team. They told us they would have no hesitation in discussing any concerns with the care managers, the managing director or the registered manager. One staff member told us, "I would have no qualms about contacting any of the managers. They look for feedback from us so we can improve." A further staff member told us, "Communication is excellent."

We asked the managing director and registered manager what systems were in place to enable people to give

feedback regarding the quality of the service provided. They told us they held formal meetings with individuals and contacted people by telephone to seek their views. We saw evidence this took place. We discussed this with one person who told us, "I'm really happy, the service focuses on quality." In addition we were told a quality survey had recently been sent to people who used the service and the results were being analysed. People we spoke with confirmed a survey had been available to them.

We spoke with staff and asked them their opinion of the leadership at Origin Recruitment Limited. Staff told us they felt well supported and were encouraged to discuss any areas on which they wanted clarity, or feedback. They also told us there was a 24 hour contact number so in the event they required further information or support, this could be utilised.

We asked the registered manager what checks were carried out to ensure Origin Recruitment Limited operated effectively and areas for improvement were noted and actioned. The quality assurance co-ordinator told us they carried out checks on records to ensure quality was maintained and reviews took place as planned. We saw documentation which confirmed this. The quality assurance co-ordinator also told us they were reviewing the policies in place at Origin Recruitment Limited to ensure they remained up to date and accurate. They told us as a result of this review they had identified a 'Disaster Recovery Plan' was required. This is a document which instructs in the action in take in event of unforeseen emergencies. We saw evidence this was being completed.