

Review of compliance

Kirklees Metropolitan Council North Short Term & Urgent Support

Region:	Yorkshire & Humberside
Location address:	The Eddercliffe Centre Bradford Road Liversedge West Yorkshire WF15 6LT
Type of service:	Domiciliary care service
Date of Publication:	September 2012
Overview of the service:	North Short Term and Urgent Support is registered as a domiciliary care agency. The service has been set up to provide short term personal care and support to people in their own homes to help them regain their independence, keep them out of hospital or to give people with long term illnesses extra support in times of crisis.

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

Our current overall judgement

North Short Term & Urgent Support was meeting all the essential standards of quality and safety inspected.

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 6 September 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with the relatives of two people who use the service and these are some of the things they told us:

"The service has blown away any nerves we had. The staff are always on time and are very professional. It's not just a job for the staff."

"The staff are not doing bad."

We also looked at the nine compliment letters that the service had received since May 2012 and up to 6 September 2012. These are some of the comments people had made;

"A very good service."

"I had two very good helpers, no complaints at all. Thank you everyone concerned."

"I would like to compliment staff for their help and kindness to me, I could not have wished for more."

"I have nothing but praise for the help I received. The kindness, care and attention they gave me was appreciated very much and merits a very special thank-you."

"Staff have been kind, pleasant and helpful. I really appreciate all of the help I have had."

"I found the staff excellent, helpful and encouraging. They found ways around difficulties and certainly helped me to get mobile, much quicker than on my own."

"I would like to compliment and thank the whole of the team who made my return from hospital so easy, with their professionalism, skills and positive and friendly conversation."

"The service is a life line for carers and clients. If it had not been for them my wife would be back in respite care and I would need a carer for me."

"I would like to compliment all of the carers for their good attitude and demeanour and evident satisfaction they get from doing their job."

"We wish to thank the team for their kind, considerate support. They always had time for our relative and were very patient."

"Everyone who has visited was very friendly, helpful and professional."

We spoke with four members of staff who were all very enthusiastic about the service they provide. They told us they get a great deal of job satisfaction and find their jobs very rewarding.

What we found about the standards we reviewed and how well North Short Term & Urgent Support 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's privacy, dignity and independence were respected.

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this standard.

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 had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this standard.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 told us that staff talk to them about the care and support that they want.

Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

During our visit we looked at care files for four of the people who use the service. We saw that the people who use the service were involved in developing their care plans and had signed to confirm this.

We also saw in the care files that there were very clear instructions about peoples' personal preferences. We saw in one file that at the quality check one person had said "staff always treat me with dignity and respect."

Our judgement

People's privacy, dignity and independence were respected.

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

The provider was meeting this standard.

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 they get the care and support that they want and need.

Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

Referrals for the service are made through the Local Authority's Gateway to Care or by health care professionals, such as doctors or district nurses. Once a referral has been received a senior member of the domiciliary care team, occupational therapist or nurse will go and see the person and assess their needs. A care plan is then put in place, which is reviewed as necessary. This could be daily, weekly or two weekly depending on the individuals needs.

Once a care package is in place there are clear procedures for staff to follow, if people's needs change, for example if they require more care and support or if they require additional equipment to help them become more independent. We could also see from the records that staff involved other services as needed, for example, the blind society.

The four care plans we saw during our visit provided care staff with information and direction to make sure that people received the care they needed safely and in the way they preferred. Daily records showed that care staff followed the plans and when we spoke with the peoples' relatives, whose care plans we had looked at, they told us that their relative got the care and support they needed.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this standard.

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

We spoke with people but their feedback did not relate to this standard.

Other evidence

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

All of the staff had attended safeguarding training. This meant that they knew about the different types of abuse that can happen and how they should report any concerns. Three staff we spoke with were able to give a good account of what they would do if they felt there was something happening that was not in someone's best interest.

The senior staff we spoke with all knew the procedure for reporting abuse and knew how to make a safeguarding referral, so that someone independent of the service would look at any issues that were raised

When people start using the services they are given information about 'keeping yourself safe from harm' and a contact telephone number if they need to report any concerns.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

Outcome 14: Supporting workers

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 workers

Our findings

What people who use the service experienced and told us

People told us that they like the staff and have confidence in them.

Other evidence

Staff received appropriate training. Staff had undertaken all of the mandatory training and other additional training for example palliative care, dignity in care, continence care and oral health care. We saw that there were good systems in place to make sure training was kept up to date. All of the staff had a formal qualification in care, which meant they have been assessed as competent in that role.

Staff received appropriate professional development. Staff we spoke with confirmed that they get a formal supervision session every three months and an annual appraisal with a six month review. They told us that staff meetings were held weekly and monthly and that they feel supported in their role. This meant that staff were able to discuss their practice and professional development on a regular basis.

Staff told us that they worked well as a team and that they enjoyed working for the service. All five staff we spoke with were very enthusiastic about the service they provided and all said that they get a great deal of job satisfaction. This meant that staff morale was good.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this standard.

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

We spoke with people but their feedback did not relate to this standard.

Other evidence

People who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

When people finished using the service staff completed a quality check survey with them to get their views about the care and support they had received. The provider may wish to note that this information is just put on the individuals file and no formal analysis takes place of this feedback.

We looked at the compliments file and saw that from May and up to our visit on 6 September 2012 fifteen letters of compliment had been received. We also looked at the complaints file and saw that since January 2012 one complaint had been received that was being dealt with by the manager. Whilst we were talking to one relative they raised some concerns. The care co-ordinator spoke with them, took as much detail as possible and told the relative how they would address the issues and reassured them that they would get back to them. This showed that concerns are taken seriously and dealt with in a timely fashion.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting this standard.

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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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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Author	Care Quality Commission
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