

Review of compliance

Health Professionals Recruitment Services Limited
Health Professionals Recruitment Services Limited -
67 Knightsbridge London

Region:	London
Location address:	67 Knightsbridge London SW1X 7RA
Type of service:	Domiciliary care service
Date of Publication:	November 2011
Overview of the service:	Health Professionals Recruitment Services provide personal care at people's homes in the West London area.

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

Our current overall judgement

Health Professionals Recruitment Services Limited - 67 Knightsbridge London 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 11 October 2011, checked the provider's records, reviewed information from people who use the service, talked to staff and reviewed information from stakeholders.

What people told us

We sent questionnaires to all of the people using the service. All of the information received was positive, they told us they were happy with the standard of care and support provided from Health Professionals Recruitment Services Limited.

We looked at the quality questionnaires that the agency sent to people as part of their monitoring of service quality. They showed that people who use the service made positive comments about the service. We did not speak directly to them. They told us they felt respected, safe and were involved in daily decision-making about the care they received. They said staff were approachable, listened to their views, acted on them and treated them with respect.

All commented that the agency were in contact by telephone and regularly visited them, asked them what they needed and they felt they were getting the service they wanted. They said it was regularly reviewed, updated and delivered on time. They found staff friendly, competent and prepared to adapt their working practices to provide a good quality of service. They were also aware of how to make a complaint and who to.

What we found about the standards we reviewed and how well Health Professionals Recruitment Services Limited - 67 Knightsbridge London 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 are respected and encouraged to take part in decisions made about their care and support.

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

People receive safe, appropriate care and support in their own homes that meets their needs.

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

People are protected from abuse, or the risk of abuse, and their human rights are protected.

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

People are kept safe and their health and welfare needs are met by staff who are competent.

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.

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

CQC sent questionnaires to all of the people that use the service. All commented that staff treated them with dignity and respect.

During our visit we looked at questionnaires from people who use the service sent to them by the agency. These told us people generally felt that their privacy and independence were observed and they were treated with respect. They were involved in care planning, how it was carried out and when it took place.

People were always kept informed about any change in their carer and reasons for the change.

They said the agency maintained regular contact with them to get their views and answered their queries and concerns. This was done by visit, telephone and e-mail. They said there was a complaints and compliments process they knew how to use.

Other evidence

As part of the compliance review we looked at information the agency kept. We saw evidence in those documents that people who use the service were treated with respect by staff who had been trained to do so. Records were signed and agreed by people using the service.

We spent time talking to staff who informed us that they have attended training provided by the agency, in respecting and involving the people they support and provided care to.

We were told by staff that they followed the care plan and will always asked if there is any other support required.

Our judgement

People are respected and encouraged to take part in decisions made about their care and support.

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

CQC sent questionnaires to all of the people that use the service. All commented that staff provided the relevant care and support.

In the questionnaires sent to them by the agency people told us that they received well planned, safe, good quality care.

They said staff were generally committed to providing the care they wanted, listened to their needs and acted on them. They followed the correct procedures in moving and handling, personal care and administering and supporting with medication. They also said staff knew their jobs and worked well as a team.

Other evidence

The records looked at when visiting the service, showed us the agency worked in partnership with other healthcare professionals to make sure the most up to date information was available so that people received the best possible care and their welfare was safeguarded.

Our judgement

People receive safe, appropriate care and support in their own homes that meets their needs.

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

CQC sent questionnaires to all of the people that use the service. All commented that staff provide a good service and that they felt safe.

Information looked at from the service review records and quality assurance questionnaires, showed that people using the service thought staff were trustworthy, honest and they were looked after well.

They said they were given a copy of the complaints and compliments procedures and complaints were investigated and followed up. The agency maintained contact with them by telephone, email and face-to-face to see how they were getting on.

Other evidence

Our visit told us the agency had safeguarding procedures that staff were aware of. They received internal safeguarding training and places were booked with the local authority to ensure staff were up to date. The information outlined responsibilities, contacts and safeguarding leads.

Accidents and incidents were summarised and analysed to identify any trends. There have been no safeguarding incidents at the service in the last 12 months.

Our judgement

People are protected from abuse, or the risk of abuse, and their human rights are protected.

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

CQC sent questionnaires to all of the people that use the service. All commented that staff provided a good service and staff were skilled in providing the care and support required.

Other evidence

The records looked at when visiting the service, showed us the agency supported staff. Questionnaires received from the agency from people who use the service told us that generally staff met their needs, knew their jobs, showed commitment and followed procedures correctly. They also said the agency kept in frequent contact to monitor the quality of care provided.

We spent time talking to staff who informed us that they are provided with ongoing training and development. Staff told us they were supported by the manager and had supervision and annual appraisals.

Our judgement

People are kept safe and their health and welfare needs are met by staff who are competent.

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

CQC sent questionnaires to all of the people that use the service. All commented that the service liaises with them regularly to ensure they are happy with the service. People did not directly comment on the assessment and monitoring of service quality in their agency questionnaires. They did tell us that they were satisfied with the way questions, concerns and complaints were responded to by the agency. Staff turned up on time, did the agreed tasks and stayed for the agreed time.

Other evidence

Our visit told us that spot check review visits were carried out on a frequency of one to three monthly depending on level of risk identified, for the person using the service and level of support they needed. There was also frequent telephone contact. This identified the level of quality of the home care packages and promoted consistency.

People who use the service were sent questionnaires as part of the agency quality assurance system.

Risks were assessed before care was provided, regularly reviewed and control measures put in place. The process was carried out in conjunction with multidisciplinary teams and any other health professionals involved in the package of care.

Our judgement

People benefit from safe quality care and support due to effective decision making.

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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