

# Review of compliance

Westminster Homecare Limited Westminster Homecare Limited (Luton)	
<b>Region:</b>	East
<b>Location address:</b>	Suite 105, Plaza 668 Hitchin Road Luton Bedfordshire LU2 7XH
<b>Type of service:</b>	Rehabilitation services Domiciliary care service Supported living service Extra Care housing services
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	Westminster Homecare Limited (Luton) is registered with the Care Quality Commission as Domiciliary Care Agency (DCC). It is registered to provide the Regulated Activities, Personal care,

	and Treatment of disorder or injury, for people in their own homes.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Westminster Homecare Limited (Luton) 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 7 February 2012, talked to staff and talked to people who use services.

### What people told us

As part of this review we visited nine people who received care and support from Westminster Homecare Limited (Luton).

During our visits on 07 and 08 February 2012 we had the opportunity to view their care files and speak with them and / or their families.

Everyone said they were happy with the support they received and that they felt safe and trusted the staff from agency that supported them. They told us they were always treated respectfully by staff, who also showed respect for their home and property when they visited.

They had confidence in the staff that supported them, and said that they were helpful and friendly, and appeared confident and competent in their role.

Most people confirmed that staff from the office would contact them from time to time with regards to their satisfaction of the service they received. People told us that they felt their opinions were always listened to, and that the Manager always took swift action to address any concerns they may have immediately.

### What we found about the standards we reviewed and how well Westminster Homecare Limited (Luton) 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**

The Provider is compliant in this outcome.

People are supported to make choices and decisions about the personal care and support they receive. Care is provided in a way that promotes their dignity, respects their wishes

and appropriately meets their individual needs.

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

The Provider is compliant in this outcome area.

People experience safe, effective and appropriate care because there are care plans and risk assessments in place which are reviewed to reflect their needs as they change.

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

The Provider is compliant with this outcome.

People who receive care from Westminster Homecare Limited (Luton) are protected from abuse, because the staff have the appropriate knowledge and understanding of the safeguarding policy and protocols, and know how to raise alerts swiftly.

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

The provider is compliant in this outcome.

People have their health and welfare needs met safely, because there are effective systems in place to support and supervise the staff so that they are competent in the skills required to deliver care safely.

**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 is compliant in this outcome.

People benefit from safe quality care because the provider has quality monitoring systems in place to ensure that people's health, safety and welfare are monitored and managed effectively.

**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

As part of this review we visited nine people who received care and support from Westminster Homecare Limited (Luton). During our visits on 07 and 08 February 2012 we had the opportunity to view people's care files, and speak with them and / or their families.

Everyone that we spoke with said that they were happy with the support they received, and that the senior staff from the office, or the Registered Manager kept in contact with them and ensured they were involved in making any decisions about their care.

People said that they usually had regular care staff that visited them. They said that the staff treated them with kindness and respect, and also showed respect for their home and property when they visited.

We noted that people were familiar with the service user guide which was present in all the files that we saw. This contained information about the aims and values of the company, and the service they could expect to receive. It also included details of contact names and numbers that people could use if they were unhappy with any aspect of the service provision, or if they required further support.

Everyone that we visited was able to tell us what care and support they received, and we found that this was clearly reflected in their care and support plans. We observed that care documentation had been signed by the people who use the service, and confirmed that they had been involved with, and agreed with their care plans.

**Other evidence**

During this review we spent three hours with the Registered Manager at the branch office based in Stopsley, Luton. They told us that everyone who they delivered care to, was issued with a service user guide. This provided an array of information about the company, and the standard of service people could expect to receive.

The Manager told us that every effort was made to ensure that people were encouraged to make decisions about the support and care that they needed and how it was delivered.

In all of the individual care files that we looked at, both in the office and in people's homes, we found that care the documentation reflected input and involvement from people regarding their personal plans for care and support.

**Our judgement**

The Provider is compliant in this outcome.

People are supported to make choices and decisions about the personal care and support they receive. Care is provided in a way that promotes their dignity, respects their wishes and appropriately meets their individual needs.

## 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

During this review we visited and spoke with nine people who were receiving care and support from Westminster Homecare Limited (Luton).

People had a copy of their care plans and risk assessments in their homes, and they were aware of what was written in them. Most people confirmed that they were involved in care plan reviews, which were generally carried out by the Team Leaders or Field Care Supervisors when they visited them.

Most people had regular carers that visited them during the week, and they praised them, saying that they were polite and respectful and did a wonderful job. However some people commented that the visits they received at the weekends were sometimes very late and by carers who they did not know. Although this was frustrating for people, they remained happy with their care.

##### Other evidence

The people that we visited as part of this review had a diverse range of needs which included both social support and assistance with personal care needs.

The care files that we looked at in the office contained care plans and linked risk assessments, which had been developed from an initial care needs assessment visit, prior to the care package being commenced. Care documentation had been completed clearly, written in a personalised way, and referred to the individual's personal choices and preferences.

The files in people's homes contained duplicate copies of all these documents. Every file contained a 'Service User Profile', which presented an overview of the individual's medical conditions, medication, emergency contacts and other key information at a

glance. There were signed service user agreement forms in most people's files, and an array of care plans, which provided clear step by step guidance for staff, to ensure that continuity of care was provided. Care plans were routinely reviewed every 6 – 12 months and more frequently if and when people's needs changed.

Daily visit records were completed by staff following every visit. These were dated and showed the time the call started and finished and were signed by the staff that had provided they care.

**Our judgement**

The Provider is compliant in this outcome area.

People experience safe, effective and appropriate care because there are care plans and risk assessments in place which are reviewed to reflect their needs as they change.

## 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 that we spoke with told us that they felt safe, comfortable and at ease with the staff who visited them from Westminster Homecare Limited (Luton).

##### Other evidence

This Domiciliary Care Agency had a safeguarding policy in place which was accessible to all staff. We also observed that there were posters about safeguarding displayed in the office. These provided staff with telephone numbers that they could call if they wanted to report any concerns directly to the local authority safeguarding team, or seek advice on this subject.

During this review we spoke with seven staff who worked for Westminster Homecare Limited (Luton) about their understanding of safeguarding processes, and their role in ensuring that the policies were followed and that alerts were raised appropriately. Everyone that we spoke with told us that there was a safeguarding policy, which could be located in the office, and that they had attended safeguarding training. Staff training records confirmed that staff attended regular updates in this subject. Where updates were due, the staff had already been sent their date to attend by the Training Manager. The staff were able to demonstrate a clear understanding of what issues should be reported as safeguarding alerts, which they told us they would do via the management of the agency in the first instant. They were aware that they could also raise alerts directly with the safeguarding team at social services, the police or contact the CQC if they needed to. The staff were also familiar with the company's whistle blowing policy.

#### Our judgement

The Provider is compliant with this outcome.

People who receive care from Westminster Homecare Limited (Luton) are protected from abuse, because the staff have the appropriate knowledge and understanding of the safeguarding policy and protocols, and know how to raise alerts swiftly.

## 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

We did not speak with people who used the service about the support that staff received.

##### Other evidence

During this review we spoke with the Registered Manager and the Training and Recruitment Manager about the supervision and training that the staff received. We were told that when staff joined this company, they attended a four day induction / training programme. This addressed all mandatory subjects for staff, and was followed by a period of shadowing an experienced carer at work.

We were told that all the training provided was done face to face, and each subject session concluded with a competency questionnaire. There was a large training room at the office premises, which provided a practical training setting with an array of equipment. This enabled the Manager to ensure that the staff were competent in a variety of essential skills, such as moving and handling and the use of hoists.

The staff who we spoke with as part of this review said that they received good training, which they found useful and were able to put into practice. They all told us that they felt well supported by the senior staff and the Manager, and received 1:1 supervision every six to eight weeks, and had an annual appraisal with the Manager. This was reflected in the staff files that we looked at.

In addition to office based 1:1 sessions with staff, the Field Care Supervisors and Team Leaders carried out unannounced spot checks on staff while they were delivering care to people. This ensured that staff used their knowledge and skills to provide effective practical care and support to people. We saw records in staff files to confirm that these spot checks were clearly documented.

Quarterly staff meetings provided a forum for information sharing, and the manager told us that memo's and a text messaging service was also used as a method of sharing urgent information and updates with staff where necessary.

**Our judgement**

The provider is compliant in this outcome.

People have their health and welfare needs met safely, because there are effective systems in place to support and supervise the staff so that they are competent in the skills required to deliver care safely.

## 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 who we spoke with during this review said that they were asked their opinion of the service on a regular basis. One person told us that they had raised some minor concerns recently with the manager, and that these had been dealt with quickly and to their satisfaction.

##### Other evidence

We spoke with the Registered Manager regarding the systems in place for monitoring the safety and quality of the service they provided. They advised us that questionnaires were sent out from Westminster Homecare's Head Office, on a quarterly basis, to people who use the service. The data collected from these surveys were used to produce reports, to inform changes in practice where necessary. These reports are available to people on request.

In addition to the head office quality monitoring systems, there were systems in place to enable the Luton branch to assess and monitor quality at a more local level. This was done through random calls from the office to people who used the service. It gave people the opportunity to share their views and opinions about the care they received, and enabled the Manager to address any emerging issues pro actively. All of these calls were documented.

An overall branch audit was also carried out four times a year. This included looking at the premises, health and safety, customer service, care staff / training / recruitment and documentation. We were shown a report from a 2011 audit. For each area audited there were corrective actions detailed, with an identified timeline to ensure that they were efficiently completed.

**Our judgement**

The Provider is compliant in this outcome.

People benefit from safe quality care because the provider has quality monitoring systems in place to ensure that people's health, safety and welfare are monitored and managed effectively.

# 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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