

Review of compliance

<p>Care Homes of Distinction Longdene Homecare - South West Surrey</p>	
<p>Region:</p>	<p>South East</p>
<p>Location address:</p>	<p>Capital House 106 Meadrow Godalming Surrey GU7 3HY</p>
<p>Type of service:</p>	<p>Domiciliary care service</p>
<p>Date of Publication:</p>	<p>January 2012</p>
<p>Overview of the service:</p>	<p>Longdene Homecare South West Surrey provides Domiciliary care and support services to people living in their own homes and is owned by Care Homes of Distinction.</p> <p>The offices are based in Godalming and the staff team work in an open plan setting.</p>

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

Our current overall judgement

Longdene Homecare - South West Surrey was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 to check whether Longdene Homecare - South West Surrey had made improvements in relation to:

Outcome 04 - Care and welfare of people who use services

How we carried out this review

We reviewed all the information we hold about this provider and reviewed information from people who use the service.

What people told us

This review did not involve visiting the location premises. We did not, on this occasion speak to people about this outcome so cannot report what people using the service said.

What we found about the standards we reviewed and how well Longdene Homecare - South West Surrey was meeting them

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

People can be assured that, as far as reasonably practicable, the service promotes their welfare and safety through the identification and management of risks.

Overall we found that Longdene Homecare South West Surrey was meeting this essential 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.

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 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

We did not, on this occasion speak to people about this outcome so cannot report what people using the service said.

Other evidence

We visited Longdene Homecare South West Surrey on the 8th July 2011 and again on the 27th September 2011.

During the September inspection we found that people's care plans demonstrated that they received effective support to meet their needs and that people were generally safe.

However we set an improvement action that the management of potential risks needed to be further improved.

We have not revisited the service since 27th September 2011.

We have been given written assurances that the service has improved and developed new systems whereby staff assess any identified potential hazards prior to people using the service.

We were provided with two environmental risk assessments and evidence that the format of people's support plans now include a section where any hazards identified are fully assessed regarding the level of risk.

The assessments provided showed that there were clear details of what measures were put in place to keep people as safe as possible.

Within the risk assessment there was indication that any changes in the level of risk and the management of hazards would be reviewed and changes communicated promptly to the staff supporting the person using the service.

Our judgement

People can be assured that, as far as reasonably practicable, the service promotes their welfare and safety through the identification and management of risks.

Overall we found that Longdene Homecare South West Surrey was meeting this essential 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.

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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