

# Review of compliance

Quality Care (North West) Limited Quality Care (North West) Limited	
<b>Region:</b>	North West
<b>Location address:</b>	Suite 9, Bridgewater House Surrey Road Nelson Lancashire BB9 7TZ
<b>Type of service:</b>	Domiciliary care service
<b>Date of Publication:</b>	February 2012
<b>Overview of the service:</b>	Quality Care North West is registered with the Commission to provide personal care. This family run agency has been in operation since 1996 providing domiciliary care services within the borough of Pendle. The range of services provided includes personal care, domestic assistance and a sitting service. The agency office is staffed during the hours of 9:00 am to 5:00 pm,

	with a 24-hour on-call system for emergencies.
--	--

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

## Our current overall judgement

**Quality Care (North West) Limited 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 19 January 2012, talked to staff and talked to people who use services.

### What people told us

People using the service told us they were satisfied with the support they received from Quality Care (North West) Limited; they made the following comments. "They are brilliant, nice people, no complaints whatsoever, they will do anything". "Quality Care is definitely the better agency". "If I had a problem I would just ring them, they will sort out any issues". "No ups and downs, everything is satisfactory". "I had them before and I was so happy with them I wanted them again". "I have recommended them to other people".

People told us they were involved in planning their care and support. They were enabled to make choices and decisions about matters which affected them.

People considered they were treated with dignity and said their privacy was respected. They told us they were encouraged to be as independent as possible.

They told us the care they received was good and that they had care plans which instructed staff on what they needed to when they visited.

People had no concerns about their care and treatment; they said they felt safe with the staff. They said the staff were good, friendly and fine.

People said they were consulted about the service and that checks on visits and practices were being carried out.

### What we found about the standards we reviewed and how well Quality Care (North West) Limited 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 had opportunities to be involved with decisions about matters affecting them. Their dignity was respected and independence promoted.

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

People using the service experienced safe, appropriate support and care in response to their individual needs and preferences.

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

People using the service were protected from abuse, the risk of abuse and their human rights were respected and upheld. Making sure policies include all the appropriate information will provide further safeguards.

**Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

People using the service were supported by a satisfactorily recruited team of staff. Improving recruitment practices will ensure proper checks are carried out prior to staff commencing work. Introducing a more structured approach to individual and group support, should improve staff development and accountability.

**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 using the service benefited from effective quality monitoring processes, to help ensure they experience safe, appropriate support and care.

**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

People using Quality Care (North West) Limited had opportunities to express their views and opinions about their care and support. This included being involved in making decisions about their individual care needs and choices. Also, by being involved in the way the service was provided as part of consultation surveys.

We spoke with people who told us they had been involved in their initial assessment. They said, "They spent nearly half a day here discussing the support I needed". "They came and talked through things and they asked what help I needed".

People using the service told us how they had been consulted about their care plans. They said, "We have been involved with the care plan, we reviewed it recently they asked us questions, they are very good at involving us". "It's all recorded in the plan I can read it if I want". "I have signed my care plan".

People spoken with told us they had been provided with information about the agency, which made them aware of the services provided and gave contact details should they need to get in touch with staff. They told us, "I have a brochure its very good, it gives all the information you need". "We have a folder of information, it has good details". "I have information about the agency at hand, it's really good I can phone the office

anytime".

We asked people about their dignity and privacy they said, "They keep things private". "Everything is done respectfully". "They involve her with what's going on, they explain what's happening". "Yes they treat me with respect and they respect my property". "They are very polite; they don't talk down to me". "Their general approach is always acceptable, nothing wrong with that". "They are very respectful in everything they do". "Dignity is given consideration".

People using the service were supported and encouraged to be as independent as possible. They told us, "They encourage me to be independent they do things with me". "They encourage me to do things for myself, I can't do some things and that's where they come in". "I do a lot for myself and they encourage me in a nice way".

People spoken with considered the agency was generally good with time keeping and continuity. We were told, "They more or less arrive on time; they have never missed a visit". "On occasion they may be late, but they always let me know and they have never missed". "They usually arrive on time and they stay for as long as they should". "I have the same carers; there are some changes in the staff but not often". "I get more or less the same carers, six regular ones". "I mostly have the same person". "They do well with continuity which is very important".

### **Other evidence**

We found the care assessment processes involved finding out about peoples' individual background and life experiences which helped promote dignity and respect.

Care workers spoken with told us how they encouraged people to be independent during their daily work practice and that they always involved people in making decisions. They said, "I encourage people to be involved and as independent as possible, I tell them I am there to do what they can't do". "Most people are able to be involved; I try to make people feel at ease, I wouldn't want to take over". They explained how the agency involved people with defining their care plans and reviews. They told us how they promoted privacy and dignity in response to peoples' individual needs and circumstances. They said, "I close curtains and knock on doors". "We treat people with dignity; we let them do things for themselves". "We don't take things for granted with privacy we always ask".

All staff at the agency had accessed 'dignity in care' on-line training. The 'staff handbook' included a 'dignity in care charter' which made reference to respecting people as unique individuals.

The agency's quality assurance systems provided people using the service and their relatives, with an opportunity to complete satisfaction surveys about their experiences with Quality Care (North West) Limited.

### **Our judgement**

People had opportunities to be involved with decisions about matters affecting them. Their dignity was respected and independence promoted.

## 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 spoken with during the inspection indicated they were satisfied with the care and support they received from Quality Care (North West) Limited. They said, "Personal care is good they put an awful lot into it". "They give the care I need". "They are excellent, the care and help given is very good".

People using the service, had their individual needs and preferences planned for in a person centred way. We asked people about care plans and they said, "They know all about what's needed it's written in the plan". "I think the care plan includes everything, they do all the things necessary". "They ask me what I want and need, it's all recorded in the plan". "Yes I have a care plan they write in the records every day". The care plan includes everything, we asked for it to be updated with a specific task, it was done as soon as we asked.

##### Other evidence

Care records seen showed information had been obtained from other agencies, as appropriate, such as Social Services. Records of assessments showed people had been involved with this process.

Risks to peoples' wellbeing and safety were being identified and managed taking account of enabling their choices and their right to take risks. Peoples' individual circumstances were being monitored and their risk assessments and care plans reviewed and updated in response to their changing needs.

Care plans seen were written in a person centred way and included details of how peoples' individual needs and preference were to be met.

Care workers spoken with were aware of the importance of individual care plans. They said, "I think the care plans are excellent, they include peoples' likes and dislikes set out in a routine, they tell us how they like things doing". "The care plans include good information; they get updated if there are any changes". All staff spoken with indicated an awareness of the emergency procedures, in particular reporting matters to the management team as needed.

**Our judgement**

People using the service experienced safe, appropriate support and care in response to their individual needs and preferences.

## 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 spoken with during the inspection had no concerns about the care and support provided by Quality Care (North West) Limited. They told us, "I feel safe with the carers they make sure I am alright and I trust them". "They are never nasty I feel safe with them". "They don't shout or anything like that". "Staff never say anything untoward I am sure they are nice all the time". "If I wasn't happy I would let them know".

##### Other evidence

Information we hold about Quality Care (North West) Limited, tells us they have effective processes in place to ensure allegations, incidents and suspicions of abuse are appropriately dealt with.

Staff spoken with during the site visit had a good understanding and awareness of safeguarding matters, including how to report any concerns. They were confident that any concerns would be dealt with straight away. Records showed arrangements had been made for staff to receive training in safeguarding, abuse and protection.

Policies and procedures were available in respect of safeguarding. We noted the policies made inappropriate reference to gaining peoples' consent and investigating incidents. Also, the contact number for the Care Quality Commission needed amending. The manager agreed to take action in respect of these matters.

The 'staff handbook' included a summary of the 'whistle blowing' (reporting bad practice) procedure, the services' disciplinary and grievance procedures and the

employees code of conduct.

The local authorities safeguarding protocols, information booklets and contact details were also available. The manager was pursuing the local authorities 'Train the trainer' safeguarding awareness course.

**Our judgement**

People using the service were protected from abuse, the risk of abuse and their human rights were respected and upheld. Making sure policies include all the appropriate information will provide further safeguards.

## Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

### What we found

#### Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

#### Our findings

##### What people who use the service experienced and told us

People spoken with during the inspection made positive comments about the staff providing care and support they said, "I trust the staff, they are very good". "They are all fine girls". "Someone always comes to show the new ones what to do". "They are all very friendly".

##### Other evidence

Staff spoken with told us they had been interviewed for their positions and that references had been sought and checks carried out. Staff recruitment files showed interviews had been held and most clearance checks appropriately carried out. However, we found gaps in employment had not always been checked and reasons for leaving last employment had been discussed but not recorded. The manager agreed to take action in respect of these matters.

Records and discussion showed staff training was ongoing. Processes were in place for new employees to receive initial induction training. Staff spoken with indicated they had received training and training updates.

Systems were in place for staff to receive an annual appraisal. However, individual supervision sessions and team meetings were mostly informal. The manager said a small team meeting had recently been introduced in one area, and we were told similar meetings were soon to be arranged for the other teams. We suggested developing a more structured approach to individual supervision sessions for staff, the manager agreed to pursue this matter.

Staff spoken with made positive comments about their experience of working for Quality Care North West, they said, "The agency always seem to put the needs of the clients first". "They never send you out with someone who doesn't know what they are doing". "The managers are always there for us at the end of the phone". "I love working for this agency". "This company is spot on with everything they are there for us".

**Our judgement**

People using the service were supported by a satisfactorily recruited team of staff. Improving recruitment practices will ensure proper checks are carried out prior to staff commencing work. Introducing a more structured approach to individual and group support, should improve staff development and accountability.

## 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 using Quality Care (North West) Limited benefited from an ongoing monitoring of the service, to help ensure they receive effective support and care. They said, "The senior carer comes and checks things". "They sometimes ring from the office to see if things are alright". "They send a representative every year to review things with me and check everything".

People spoken with during the site visit, told us how they were involved with decisions which affected them personally, both on an informal daily basis and as part of the care/support review process. They told us they had been consulted on their experience of the service through annual satisfaction surveys. They said they were aware of the agency's complaints procedures and were confident any matters raised would be resolved quickly. One person said, "If I wasn't happy I would get in touch and they would rectify it".

##### Other evidence

There were various processes in place for assessing and monitoring the quality of service. The manager was currently completing an evaluation of all the essential standards of quality and safety. The agency had a defined business and continuity plan.

Spot checks were being carried out on carers when working in the community, checklists were used to ensure appropriate practices, procedures and records were being maintained. Computerised systems enabled the timing of visits to be monitored.

Satisfaction surveys had been sent out to all people using the service. These were seen to include relevant questions about various aspects of the service. A staff survey had also been introduced. The results had been collated and used to influence future planning. We also had sight of the local authority's monitoring report which included consultation with service users and showed positive results. We suggested it may be useful to produce a 'newsletter' to share with people the results of surveys and any other relevant information.

**Our judgement**

People using the service benefited from effective quality monitoring processes, to help ensure they experience safe, appropriate support and care.

# 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

<b>Document purpose</b>	Review of compliance report
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
<b>Further copies from</b>	03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Copyright</b>	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA