

Review of compliance

<p>Mitchell's Care Homes Limited Mitchells Domicillary Care Services</p>	
<p>Region:</p>	<p>South East</p>
<p>Location address:</p>	<p>Abbey House Business Centres 25 Clarendon Road Redhill Surrey RH1 1QZ</p>
<p>Type of service:</p>	<p>Domiciliary care service</p>
<p>Date of Publication:</p>	<p>March 2012</p>
<p>Overview of the service:</p>	<p>Mitchells Domicilliary Care Services operates from a main office in Redhill town centre and provides domically support to people who in the main live in supported accommodation. The service provides personal care and support to people who may have a learning disability, people who have past or present mental health needs, older people who have dementia and people</p>

	who have physical or sensory disabilities.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Mitchells Domicillary Care Services 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 30 November 2011, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

The service was told in advance of our review in order to ensure that we could have access to appropriate records and contact details of staff and people who use the service.

People who use the service told us they felt that staff respected their privacy and chosen lifestyle. A person told us that they were supported by staff to make important decisions about their life.

People who use the service said that they had discussed their support and preferred routines with staff and these were respected. A person said that they had agreed their care plan and were therefore aware of its contents. People generally said that they received the help they needed and that they were encouraged to do things for themselves whenever possible.

People who use the service told us that they felt safe. They said they could talk to the staff if they had any concerns. One person told us that if they had any concerns they felt confident that the staff would take it seriously and act quickly to resolve it. Another person told us "that staff are never unkind and are always courteous".

A carer told us about a relative's personal items that had gone missing. They felt that little had been done to ensure that their relative was not vulnerable to further loss.

A person who uses the service told us that the service has supported them to get the equipment to keep them safe and maintain their independence.

A person told us that staff have the time to support them in the way that they preferred.

People described staff as "great" "really nice and "friendly". Their comments included: "I get a mixture of different carers, but generally they are ok" and "I can talk to staff and get advice". A carer gave us examples of where staff did not always turn up on time, or make up the time lost when supporting their relative. Another carer told us that the service took time to introduce any new member of staff to their relative to ensure that they were suitable.

People and carers told us about the opportunities to feedback their views on the services and facilities being provided to them.

What we found about the standards we reviewed and how well Mitchells Domiciliary Care Services 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 were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

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

People who use the service generally experience effective, safe and appropriate care, treatment and support that meets their needs that is based on an individual assessment of their needs.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

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

The service takes steps to help ensure that people are protected from possible abuse. Staff and management have a good awareness of the principles of safeguarding vulnerable people and the procedures for dealing with any incidents.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

The service has access to a range of equipped and provides for the specific needs of people using the service.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

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

People who use the service are protected by recruitment practices which ensure that staff are recruited only after appropriate checks are made and their suitability has been confirmed.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People receive appropriate care from support staff that are supplied in sufficient numbers and with the most suitable skills and experience.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

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

People who use the service are supported by trained and supervised staff.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential 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

People who use the service, their representatives and staff have an opportunity to feedback their views and ideas about the services and facilities provided. Thus people who use the service benefit from a service that monitors its provision regularly in order to ensure the quality of service it provides.

Overall, we found that Mitchells Domiciliary Care Services 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 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 who use the service told us they felt that staff respected their privacy and their chosen lifestyle. They said that they were supported to take part in house meetings where they have an opportunity to actively influence the care and support they received from staff.

Staff told us that people were always treated as individuals and were encouraged to express their views about their care needs.

A person told us that they were supported by staff to make important decisions about their life.

Other evidence

People wanting to use the service and their representatives are provided with information in a form that is appropriate to them. This allows them to make informed choices as to whether the service will be able to meet their needs. Some information is provided in a pictorial format to meet individual need.

People said that their care and support needs had been discussed with them before any services commenced. They said that they had been asked about their preferences

and their choices about things such as regular routines, hobbies and social activities.

We found that the ethos of the domiciliary service is ensuring and respecting people's rights to make decisions about their daily lives and the consistent promotion of their independence.

Our judgement

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential 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 who use the service said that they had discussed their support and preferred routines with staff and these were respected. A person said that they had agreed their care plan and were therefore aware of its contents.

People generally said that they received the help they needed and that they were encouraged to do things for themselves. A person spoke of their frustration at not receiving the support they needed to ensure that bills were paid. This had resulted in them being financially penalised for late payment.

A person spoke about their frustration of not always being able to get through to the domiciliary office on the phone. They said however that they were always able to get through directly to the staff supporting them.

Other evidence

The service currently predominantly provides care and support to people living in supported accommodation. The service provides up to 24 hour support for these individuals.

We saw documents which showed us that people wanting to use the service would have an assessment of their needs prior to any service commencing. The assessment would help to identify whether their needs could be appropriately met by the service. The assessment would involve obtaining information from various sources, including the person themselves, their carers and various health care professionals. This

information is then used to create the basis of their care plan and helps staff become aware of the person's needs when services are first delivered.

Each person who uses the service has a care plan, with copies kept at the main office. We looked at five people's care plans. These provided guidelines in respect to people's preferred routines, their assessed needs and the support necessary. We saw that care plans were generally being reviewed regularly to ensure that any changes to the original care plan were being identified promptly. Staff we spoke with confirmed that if a person's needs changed, they would inform the manager or team leader immediately.

Risk assessments form part of the care planning process. These highlight some of the risks and hazards identified and the steps taken to manage or eliminate unnecessary risk. Risk assessments were seen to demonstrate the balance of safety and the rights of people to make choices and to take informed risks. Staff said that if they found any potential new risks while caring for someone, the information would be recorded and passed to the manager immediately.

The service works closely with other social and health care professionals, including occupational therapists, specialist nurses GPs and social workers to ensure that people get the full range of support they need.

Daily records are maintained for each person receiving a service. These documents record events and occurrences. Such records help to monitor if people's needs are being consistently met. However, we found that they did not always link to the person's original assessed needs, or evidence the full range of support provided to them. It was therefore not always possible for the manager to establish that people had received the appropriate care and support they needed at audit. Following our site visit the manager informed us of the intended changes to these records to enable a much clearer recording process.

Our judgement

People who use the service generally experience effective, safe and appropriate care, treatment and support that meets their needs that is based on an individual assessment of their needs.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential 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

People who use the service told us that they felt safe. They said they could talk to staff if they had any concerns. One person told us that if they had any concerns they felt confident that staff would take it seriously and act quickly to resolve it. Another person told us "that staff are never unkind and are always courteous".

A carer told us about a relative's personal items that had gone missing. This event had been reported to the management. They felt that little had been done to ensure that their relative was not vulnerable to further loss.

Other evidence

The service has policies covering adult protection and whistle blowing. These make clear the vulnerability of people who use services, and the duty of staff to report any concerns they may have to a responsible authority for investigation.

The manager confirmed that staff have received training in safeguarding adults and prevention of abuse. Staff spoken with showed a good knowledge of safeguarding people from abuse. Staff knew how to recognise the signs of abuse and said they understood that they must report all cases of concern to the appropriate person.

The manager confirmed that they worked collaboratively with the local authority to safeguard and protect the welfare of people who use the service by reporting any concerns and attending safeguarding meetings when necessary.

Our judgement

The service takes steps to help ensure that people are protected from possible abuse. Staff and management have a good awareness of the principles of safeguarding vulnerable people and the procedures for dealing with any incidents.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- * Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- * Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with Outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

A person who uses the service told us that the service has supported them to get the equipment to keep them safe and maintain their independence.

Other evidence

The manager told us that the supported living accommodation had manual handling equipment, including hoists and assisted baths/toilets for people using the service to access if it was necessary.

Staff told us that they had ready access to any equipment they needed. They also told us that they had training on how to use specialist equipment and if they felt that a person using the service would benefit from any additional equipment, this information is passed to the team leaders or manager for action.

There were service contracts in place for equipment owned by the service, to ensure that it is regularly serviced and well maintained.

Our judgement

The service has access to a range of equipped and provides for the specific needs of people using the service.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

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 who live at the service are not involved in the recruitment and selection of staff but do become part of any new staff member's induction into the home.

Other evidence

We looked at the personal files of three staff. These showed us that a good recruitment process is followed by the provider which includes the use of an application form, interviews, Criminal Records Bureau (CRB) checks and written references prior to employment commencing. These checks help ensure that only staff who are suitable to work with vulnerable people are employed. The manager confirmed that they also undertake monthly checks of nursing staff's registration details to secure peoples safety.

Our judgement

People who use the service are protected by recruitment practices which ensure that staff are recruited only after appropriate checks are made and their suitability has been confirmed.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People who use the service described staff as "great" "really nice and "friendly". Their comments included: "I get a mixture of different carers, but generally they are ok" and "I can talk to staff and get advice".

A carer noted examples where staff did not always turn up on time or make up the time lost when supporting their relative. Another carer told us that the service took time to introduce any new member of staff to their relative to ensure they were suitable.

A person told us that staff have the time to support them in the way they preferred. Another person told us how important it was for them to have staff of a similar age supporting them.

Other evidence

manager told us that they have no current vacancies. The manager confirmed that they do not use temporary agency staff and most permanent staff are allocated to specific supported living units and to individuals living there. This helps to promote continuity in the support that people receive. Each supported living house has a team leader; they are responsible for organising the staffing rota. Two team leaders told us that they base the rota on the agreed hours of support for each person living at the supported living accommodation. They spoke of their being flexibility in the staffing rosters through discussion with the manager if peoples needs suddenly require additional support. They told us how they match the skills and gender of the staff to the needs of each person using the service.

The manager told us that staff are provided with a handbook which includes major policies and procedures and provides guidance about staffs roles and responsibilities.

Our judgement

People receive appropriate care from support staff that are supplied in sufficient numbers and with the most suitable skills and experience.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential standard.

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

People who use the service told us they felt staff knew what they were doing and they had the skills to meet their support needs.

Other evidence

Staff spoken with demonstrated that they had the skills to carry out their role. We saw records which showed that staff had received training in core areas to enable them to work safely with people. This included safeguarding, medication, manual handling, First Aid and infection control. Some staff had an NVQ (National Vocational Qualification) in care. Specialist training is also provided which includes dealing with dementia, Makaton sign language and mental health issues.

The service provided an induction programme for staff. This is based on recognised industry standards and can be altered for each individual service accommodation.

Personnel records showed that robust and prompt action is taken to address staff discipline issues or breaches of codes of acceptable staff conduct.

Staff spoken with said they felt supported by their supervisor or the manager and felt able to approach them for advice and guidance. Some staff said they had formal supervision with their line manager, where performance issues are discussed and training needs identified.

The provider confirmed that they have had again been awarded the "investors in people" status. This recognises the providers overall commitment to the training and

development of staff.

Our judgement

People who use the service are supported by trained and supervised staff.

Overall, we found that Mitchells Domiciliary Care Services was meeting this essential 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

A carer told us that if they had any feedback about their relative's care they would tell the staff. Another carer told us they had the opportunity to feedback their views on the services and facilities provided at relatives formal review meetings.

People who lived in supported accommodation told us that there were regular house meetings arranged where they could make collective decisions about the running of the house and they could feedback any issues about their care and treatment.

Other evidence

There were various mechanisms in place for the provider to be able to monitor standards of care and the services provided. This included formal reviews, informal discussions, staff and service users meetings and annual feedback surveys. The manager confirmed that quality assurance surveys had been sent out nearly twelve months ago. They told us that surveys returned had provided positive feedback and therefore no changes to service provision was made.

The manager told us that they visited supported living houses monthly to undertake recorded audits and monitor practice and the essential standards. Recorded incidents and accidents showed that these are being promptly investigated and actions taken to minimise risk and make improvements where necessary.

Management were clear about their responsibilities to notify the Commission of certain events and occurrences.

The service has an experienced manager in place. A staff member described the manager as "reliable".

Our judgement

People who use the service, their representatives and staff have an opportunity to feedback their views and ideas about the services and facilities provided. Thus people who use the service benefit from a service that monitors its provision regularly in order to ensure the quality of service it provides.

Overall, we found that Mitchells Domiciliary Care Services 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

Document purpose	Review of compliance report
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