

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>December 2012</p>
<p>Overview of the service:</p>	<p>The Mitchells Domiciliary Care Services is a domiciliary care agency providing care and support to a number of people living in group supported living accommodation and some who live in their own homes across Surrey. The service provide personal care, medication support, domestic help(meals and cleaning), and companionship.</p>

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 inspected.

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 14 November 2012, reviewed information from people who use the service and talked to people who use services.

What people told us

The majority of people who use this service live in group supported living service it was therefore not possible to talk directly to them. We therefore spoke with representatives of the people who use the service. The representatives we spoke to all spoke positively about the service their relatives received from Mitchells Domiciliary Care Services. People made comments such as "their relative was consulted about their care needs", "the people from the office came at first to make up a care plan which suited the needs of their relative", they continued to say that the care plan was fully discussed with their relative them and asked if they were happy with it before it was put into place". A family member of a person who receives care from the service said that "the care staff were willing to help them and offered the right levels of support and have made excellent recommendations to assist and improve the care of their relative".

The service had completed a Quality Assurance (QA) audit during April 2012 we were therefore able to use some comments made by some of the people who used the service. One person stated that, " the staff team who are involved in my care are very caring and supportive". Another person said that they "were happy and cool with the staff who look after me".

All the people who spoke with us felt that their relatives were safe and at appeared at ease with the carers that visit them. They knew who and to whom they should contact if they were unhappy with the service or felt unsure or worried.

What we found about the standards we reviewed and how well Mitchells Domicillary 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's privacy, dignity and independence were respected.
The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights.
The provider was meeting this standard.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.
The provider was meeting this standard.

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

There were enough qualified, skilled and experienced staff to meet people's needs.
The provider was meeting this 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

The provider had an effective system to regularly assess and monitor the quality of services that people receive.
The provider was meeting this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 services and their representatives said they were involved in the planning of their own care packages. People said that they were supported with their care to enable them to improve and remain as independent as possible.

A representative of one person who used the service said that the details in their family members care plan was "exactly what they had agreed with the service" when the person had first started to get help from the agency. In addition when the care plan was updated the changes were discussed with them and they were asked to sign that they were in agreement with the changes.

Other evidence

The service conducts a full assessment of needs on all prospective referrals on first receiving an initial application for care. The assessment covers but is not limited to; social, environmental, mobility, communication, risk assessments and support levels.

All the people who use the service have a full individual care plan developed for them by the service to ensure that at all time appropriate care is provided to the individual.

The care plans included information about peoples preferences likes and dislikes of the

individual who owned the plan. Care plans were clear and person centred and written from the perspective of the person using the service.

The care plans were detailed and contained sufficient details that would allow the care and support staff to provide care at a level that would enable the individual receiving care to improve and return to independence.

We were informed by the manager that the care plans were reviewed on a regular bases. The manager stated that where changes are identified the care plans would be updated and the people who receive the care were asked to sign that they are in agreement with the changes. The service has a set of policies and procedures which demonstrates to the staff how independence was to be promoted, with people choosing to help with support and encouragement from staff.

Our judgement

People's privacy, dignity and independence were respected.
The provider was meeting this 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 their representatives and carers were told us that they happy with the level of care provided by Mitchells Domiciliary Care Services.

People said that staff were friendly and that they spoke to them respectfully and always demonstrated a good professional manner. One person told us that staff seemed to be well trained and felt they were competent to provide appropriate support to their relative.

We were also told by one person that "the carers were great they understood the needs of the people they helped and at no point were they worried that staff would take over the independence of the people they support".

One family member stated that the support their relative had received allowed them to "manage their own care for the first time in many years".

Other evidence

The service develops care plans for all the people they support. The care plans are individual and designed to meet the needs of the person they relate to. The care plans were well written and open providing clear guidance for the care staff to follow.

The manager confirmed that a copy of the care plan was kept by the person using the service.

We were informed by the provider that the documents held in the care plan files are reviewed on a regular bases to ensure that remained accurate and reflective of the person receiving care.

In addition to the care plans the service develops a individual risk assessments on all areas of potential risks or areas of possible concern that could affect the person using the service and the care staff supporting the person. The risk assessment had been designed in a user friendly way that would alert staff to all potential hazards and there were clear plans in place to reduce potential risks.

The risk assessments looked at issues such as the environment and equipment, any moving and handling that may be required and other factors. For example, risk assessments were in place in respect of all medicines kept in a person's home fire risks, the person's right to smoke in their own home and trip and fall hazards.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this 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

The people who use the service and their representatives who spoke with regularly stated that they felt that they were safe and at ease with the carers that visit them.

People told us that staff were kind, friendly and very professional. They said they appeared to be well trained competent and willing to contact other professionals to ensure that the people who received care were safeguarded.

One relative of a person who used the service told us "how they trusted the staff who visited their family member to support and care for relative and that they felt that they were safe and secure in their hands" they continued to state that both their relative and themselves were "fully aware of their rights and how and to who to complain to if they had any issues".

One person stated that the details of all the people they would need to contact if they had to complain or were worried about anything was explained to them and was contained in the information pack they received at the start of their care.

Other evidence

We saw that the provider has attempted to minimise risk and potential abuse by making sure all the policies and procedures to promote safeguarding were in place. The service has written 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 told us the agency holds a copy of the most recent Surrey County Councils Multi-agency safeguarding procedure.

The manager stated that all members of staff had undertaken training in safeguarding and protection as part of their initial Skills for Care induction training.

The manager confirmed that all potential new staff were required to complete a robust recruitment process that included completing an enhanced Criminal Records Bureau checks and providing a minimum of two references.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this standard.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

We haven't been able to speak to people using the service in respect of this outcome.

Other evidence

The registered manager stated that all new staff would undertake a full Skills for Care induction training courses which is initially office based.

The induction training course provided a basic outline of the organisation the concept of care. Staff complete training which includes health and safety, safeguarding, infection control, medication and food hygiene.

The manager stated that all of the mandatory training required under legislation was up to date.

In addition to the mandatory training the service provided focussed training in areas relevant to the person they are to support. Staff have completed specialist medication training on specific medications and training on working with people with learning and physical disabilities.

The manager told us that staff received formal supervision on a monthly bases. Supervision is provided by the specific team leader that the care worker is directly working for.

The service completed an annual appraisal on all staff to ensure that they have an opportunity to discuss the process and any comments made by the appraiser. In

addition to one-to-one supervision and the appraisals all staff attend regular meeting to discuss issues and learning.

Our judgement

There were enough qualified, skilled and experienced staff to meet people's needs. The provider was meeting this 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

We spoke to five family members of people who use the service, told us they had completed survives (QA) that were provided to them to give their views about the quality of the service they received. They told us that they were very happy and impressed with the care their relative had received from Mitchells Domiciliary Care Services.

The people who spoke to us all stated that their relative had been asked to express their opinion about the service they receive. One relative told us that they "were very impressed" with the style of questionnaire their family member had been given by Mitchells Domiciliary Care Services to provide there feedback . They continued to say that the questionnaire was designed specifically for people with learning disabilities and used basic Makaton symbol to indicate if they were happy or unhappy with the care and support they received from the service.

Other evidence

The registered manager told us the service carried out an annual quality assurance (QA) survey for the period 2011/2012. During the visit to the service we saw the completed QA which was undertaken by the people who used the service during April 2012. The QA questionnaires were written and designed specifically to reflect the differing abilities and disabilities of the people who use the service. A review of the returned and analysed QA indicated that the majority of people who used the service expressed a high satisfaction with the domiciliary care they receive. We noted where

people who completed the QA and were able to make comments on the form did so. One person stated that, " the staff team who are involved in my care are very caring and supportive". Another person said that they "were happy and cool with the staff who look after me".

Our judgement

The provider had an effective system to regularly assess and monitor the quality of services that people receive.

The provider was meeting this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. 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
Author	Care Quality Commission
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