

Review of compliance

Harrogate Care at Home Harrogate Care at Home	
Region:	Yorkshire & Humberside
Location address:	66 Cornwall Road Harrogate North Yorkshire HG1 2NE
Type of service:	Domiciliary care service
Date of Publication:	June 2012
Overview of the service:	Harrogate Care At Home is registered to provide personal care to people who live in their own home. The agency office is situated in a residential area of Harrogate. There is parking available in the car park at the rear of the building or on the road at the front of the building. The registered provider is Harrogate Care At Home.

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

Our current overall judgement

Harrogate Care at Home 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 29 May 2012, 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

We spoke with nine people who receive support from the agency. People told us that they were happy and satisfied with the care and support being provided. Comments made to us during this review included, "They really do well - we are happy with all of them" and "The care staff are amazing. If you want something they get it for me and all the office staff are very polite." People also said "All the carers are very good but I have a regular carer who is very good indeed" and "The agency is brilliant they don't put a foot wrong, they need to be commended as they all do a good job." People told us that they hold copies of their care plans and confirmed that they were always involved in any care planning with the agency.

Staff told us that they were well supported and were provided with the information and training they needed to do their jobs. Staff we spoke with told us the training at the agency was 'very good'

We spoke with the Local Authority Contracts Officer who informed us that they did not have any concerns about this service.

What we found about the standards we reviewed and how well Harrogate Care at Home 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 views and experiences were taken into account in the way the service was

provided and delivered in relation to their care. 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 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 used 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

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. 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 service 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

We spoke with nine people who all confirmed that they had been provided with information about the service and had been involved in setting up their care.

Comments made to us by people who use the service included "The regular staff are good" and "The service on the whole is very good I am very happy with it" and "From the top down they are all keen to promote and maintain people's dignity."

Other evidence

We spoke with the manager who told us that enquiries about the agency usually come from a variety of sources. Such as district nurses, care managers or people themselves will phone or via the internet through the agencies web page.

Both the manager and the care workers we spoke with were able to tell us how they made sure that people understood what the service provided, how people were involved in their assessment and in deciding what support they wanted. The records we looked at supported this, showing that people had signed their care assessments and care plan to show that they agreed with it. The information contained in the records we looked at included details that would help staff to provide support and care in the way people wanted. People receiving a service from the agency that we spoke with told us that they hold copies of their care plans and confirmed that they were

always involved in any care planning with the agency.

People's views are sought about the agency wherever possible, as the people we spoke with confirmed they had been asked in a questionnaire about their views. People also told us they would inform the manager or the office staff if they had any concerns.

People's diversity, values and human rights were respected. People who used the service understood the care and treatment choices available to them.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care. 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 told us that they were happy and satisfied with the care and support being provided. Comments made to us included "We have a carer who is very competent. The agency always puts an experience staff with someone who is less experienced."

Other evidence

Staff told us that they are provided with information about people's needs before they go out on their first visit and that the information in care plans is accurate and kept up to date.

We looked at six people's care records and saw evidence that people's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. Care plans contained appropriate risk assessments and information about how people's individual needs were to be met. The care plans we looked at had all been updated and reviewed regularly. We saw that where social services care managers had involvement there was a copy of their assessment held on individual people's files.

We spoke with the Local Authority Contracts Officer who told us that they had no concerns about the service.

Our judgement

People experienced care 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

People told us that they knew how to complain if they needed to and found the agency staff approachable and open to comments about the service. We spoke to nine people comments made to us included "I would speak to the office staff or the manager if I had a complaint about anything."

Other evidence

The agency has in place policies and procedures covering safeguarding and the protection of vulnerable adults.

There have been several safeguarding issue at the service which had been correctly identified and referred by the agency to the Local Authority.

Staff we spoke with during the inspection were familiar with safeguarding procedures. They described clearly what action they would take in the event of a safeguarding matter coming to their attention. We saw a copy of the training matrix for staff working at the agency. This showed what training staff had received and when training needed to be updated. We looked at support workers training files during our visit to the agency and records confirmed that they had received training in safeguarding adults. Staff we spoke with told us that within the staff team they had two safeguarding champions and two referrers. Staff explained that these members of staff had been identified by the agency as having the necessary training and expertise to train other staff and refer any allegations of abuse to the appropriate agency. This helps to make sure that the people supported by agency staff are protected from harm wherever possible.

Our judgement

People who used 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 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 that they were happy with their carers. Comments made to us about the agencies staff included "The staff on the whole are very good. They are a nice, kind bunch of people" and "They really do well - we are happy with all of them" and "If I have an emergency they always send someone."

Other evidence

We spoke with three staff from the service who told us that they felt well supported by the agency. One staff member said "The training here is very good and we get training regularly." Staff confirmed that they received regular supervision and support from the agency's management team. One member of staff said "We get regular supervision which is also used to identify further training we might need, which is a good thing."

The manager told us that there is always a senior staff member on call and available to both the staff and clients out of office hours. The agency has in place policies and procedures which are held at the office, to help support staff in delivering care and help them do their jobs properly.

We looked at the training matrix that the agency has in place for all the staff they employ.

We looked at the training records of three staff. Records confirmed that staff had received various training in core areas such as food hygiene, medication, fire, safeguarding, health and safety and moving and handling. Staff had also received training in areas such as death and bereavement, palliative care, the Mental Capacity

Act and deprivation of liberty safeguards and understanding dementia. Training records showed that staff had received an in depth induction when they joined the service. We looked at three care workers supervision records and saw that staff had regularly received individual support from their supervisor or manager. Staff confirmed that staff meetings take place regularly. Team meeting records also showed that team meetings were used for staff development, such as training videos being shown followed by discussions.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. 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

People told us that they had been involved in making decisions about their service and had information on how to raise issues or complaints if they needed to. Everyone we spoke with said they were happy with the service and that they were 'very well supported' by the agency. People said "I am more than satisfied with the service I get from Harrogate Care At Home" and "I am quite satisfied with the agency."

Other evidence

The provider had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people who use the agency. Records showed that the agency had a range of quality assurance systems in place to help determine the quality of service the agency offered. Audit checks were carried out on service provision. The agency has appropriate systems in place to deal with accidents/incidents and complaints. This ensures that people's safety is protected and their complaints and views are listened to and acted upon.

The manager told us that surveys/questionnaires had been sent out to people. Everyone we spoke with confirmed that they had received a survey. The outcome to the client's survey had been published in the Harrogate Care at Home 2012 newsletter, which had been sent out to everyone receiving a service from the agency. We looked at some surveys that had been returned and saw positive comments had been made by people such as 'I feel safe in their care' and 'I do appreciate the care taken and the pleasant manner in which it is delivered'

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service 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

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Author	Care Quality Commission
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