

Review of compliance

Medstar Domiciliary Care Services Limited
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Region:	London
Location address:	200 Green Lanes Palmers Green London N13 5UE
Type of service:	Domiciliary care service Extra Care housing services Supported living service
Date of Publication:	September 2012
Overview of the service:	Medstar Domiciliary Care Services Limited is a domiciliary care service based in London Borough of Enfield. The service is provided to people with a learning disability, or who are on the Autistic spectrum or have mental health needs. There is a registered manager for the service.

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

Our current overall judgement

Medstar Domiciliary Care Services Limited 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 17 August 2012, checked the provider's records, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with three relatives of people who use the service as only a minority of people were able to speak for themselves. All relatives spoken to said they felt that staff listened to them and provided a service that met people's individual needs. One relative's comments were typical when she said, "all the staff are helpful. "

Relatives knew what support the care workers would provide and the tasks that were outside their remit. A relative told us, "the staff are always friendly." Relatives confirmed that the service regularly contacted them to seek their opinions about the quality of the care being provided. They felt consulted about how people's needs would be met. They were able to contact the office at any time and would be listened to by staff. Overall, people and their relatives were very positive about the service and support they received.

What we found about the standards we reviewed and how well Medstar Domiciliary Care Services 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

The provider was meeting this standard.

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

The provider was meeting this standard.

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

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

The provider was meeting this standard.

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.

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

The provider was meeting this standard.

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

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

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

Relatives spoken to were very positive about the care and support provided by Medstar Domiciliary Care Services Limited. One relative's comments were typical when she said, "all the staff are helpful." They confirmed that people's needs were understood and that staff treated people with respect. Relatives confirmed that staff understood the cultural needs of people who use the service. This meant that people were being supported to be involved in decisions about their care.

Other evidence

People who use the service or their relatives had signed their care plans to show that they had been involved in decisions about their care. Care plans emphasised how people would be supported to maintain their independence. People's cultural and language needs were included in their care plans. The registered manager explained that staff understood the particular care needs of people who use the service.

The service had a number of ways in which it maintained contact with people so that they could give their views about the quality of the service and to check on their well-being. Records were available of regular phone contact with people or their relatives. There were also records of visits by members of the management team to people's homes to check on whether they were receiving the care they needed. We saw that in

both these instances questions were included about the respectfulness of staff and whether people had been kept informed about changes to the service. People who use the service were supported to make decisions about their care.

Our judgement

The provider was meeting this standard.

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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's relatives spoke very positively about the care and support they received from the service. A person told us, "the staff are friendly." Relatives told us they could contact the office when they needed to for support. They confirmed that staff arrived on time, and they were contacted if staff were going to be late for a visit.

Other evidence

We looked at a number of care plans. These showed that people's needs had been assessed before they started receiving services from the agency. There were assessments carried out by social workers and other professionals. Clear guidance was provided to staff so that they could meet people's individual needs.

Safety issues were identified in comprehensive risk assessments. Risk assessments included the identification of environmental risks to both people who use the service and staff. Actions taken to control risks were recorded to show how they were managed. This meant that the risks to people were assessed and plans were put in place to maintain people's safety. Risk assessments in care plans were reviewed on a regular basis. Records of these reviews showed that people and their relatives were involved in decisions about changes to their care. As a result, risks to people were being managed appropriately.

Staff could explain the cultural needs of people. They gave examples of when they had met and promoted people's cultural identities. People's cultural and religious needs were identified in their care plans. This meant the service was provided in a way that

was sensitive to people's cultural needs.

Our judgement

The provider was meeting this standard.

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

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

Relatives told us they felt the service was safe. Relatives confirmed that staff recorded the time they visited, and stayed for the allotted time as agreed in the persons care plan.

Relatives told us that they understood how to raise concerns with the service. They said that someone was always available at the office when they called, and that the staff would listen to them. This meant that if people had concerns they were able to share them with service.

Other evidence

The registered manager explained that there was someone available to receive calls at all times. The information held in people's home contained contact numbers for the service, and phone numbers were also on staff identity cards.

Care plans and risk assessments showed how the service would minimise the risks to people and keep them safe. For example, there were clear individual guidelines on how to enter and leave people's homes safely. Calls to people and their relatives, to check on the quality of the service, included questions about safety, the timing of visits and if they had any concerns which they wanted to raise. The staff handbook also provided guidance on the expectations and behaviours that would minimise risks to people. For instance, there was guidance on confidentiality and prevention of financial gain by staff.

Staff knew how to respond to safeguarding concerns to keep people safe and promote

their rights. Staff could recognise the signs of abuse. They knew who to report their concerns to. Safeguarding and whistle blowing policies were in place. People who use the service were protected from the risk of abuse.

Our judgement

The provider was meeting this standard.

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.

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

Relatives told us they felt staff understood the needs of the people they supported. Relatives confirmed that staff had, where necessary, received particular training in the person's home. This included training on how an individual needed to be hoisted.

Relatives knew what support would be provided by staff. A relative told us, "our carer is a caring person." They knew what support the care workers would provide and the tasks that were outside their remit.

Other evidence

The service's training matrix showed that staff had been trained in mandatory areas, such as manual handling, administration of medication and food hygiene. Staff spoken to confirmed that they had undertaken this training in the last year. Training records also showed that staff had completed the national vocational qualifications. Staff had the skills needed to support people.

Staff said that they had been supervised and supported in their work with people. There were records of supervision available. Staff said that they found that supervision helped them to do their work more effectively. Staff told us that they had received an appraisal in the last year. They were clear about how they should develop their skills to meet the needs of people. This enabled managers to monitor the performance and professional development of staff. There were records of appraisals that had taken place this year. Staff were appraised so that they developed the skills and understanding needed to care for people. Staff received appropriate professional development.

Our judgement

The provider was meeting this standard.

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

Relatives of people who use the service confirmed that regular checks were carried out by the agency to make sure that people received the quality of care they expected. They were happy with the service and they confirmed they felt consulted.

Other evidence

There were systems in place to assess and monitor the quality of the service provided. For example, an annual internal audit was being undertaken by the provider. The registered manager told us that action would be taken to implement any suggestions for improvement of the service.

People who use the service were asked for their views on how the service was run, and their views were acted upon. There was evidence that the provider took account of suggestions to improve the service. For example, feedback from people about their care had resulted in changes to their care plans.

Staff told us they were able to make suggestions to improve the service. They felt that staff meetings provided them with a way to raise issues. Staff meeting minutes showed that staff had a regular opportunity to discuss improvements to the service. Staff played an active role in improving the care of people. People who use the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

Regular audits had been carried out covering a range of areas such as medications

management, visit times and care planning. These showed that the quality of service provision was assessed and monitored. Where issues were identified improvements were made.

Our judgement

The provider was meeting this standard.

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

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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