

# Review of compliance

North Yorkshire County Council  
Scarborough, Whitby & Ryedale Branch (Domiciliary  
Care Services) (North Yorkshire County Council)

<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	North Yorkshire House 442-444 Scalby Road Scarborough North Yorkshire YO12 6EE
<b>Type of service:</b>	Domiciliary care service Supported living service
<b>Date of Publication:</b>	June 2012
<b>Overview of the service:</b>	Scarborough, Whitby and Ryedale branch of North Yorkshire County Council domiciliary service is registered to provide personal care. The service is provided in to people's own homes and in to extra care housing schemes. They work primarily to help people rehabilitate

	and become more independent in their own homes.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Scarborough, Whitby & Ryedale Branch (Domiciliary Care Services) (North Yorkshire County Council) 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 23 May 2012, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

People who use the service told us that they knew what the service could offer them and they consented to the service they received. One person said "Staff talked with me about the service".

People receiving care and support said they received the help they needed. One person said "I said what I wanted by way of help and support. The service and staff are very good. They meet my needs well". Another person said "The care staff look after me, nothing is too much trouble. Staff record all the care given".

People we spoke with told us that they could and would raise any issues about their care and were confident that these would be looked into. One person said "I always tell the manager what I feel and think".

People said they thought that there were enough staff who had received training to be able to look after them. One person said "I cannot fault the staff. They have the skills they need to look after me".

People said their views were asked for about the service they received. One person said "I am asked about the care I receive to make sure it is alright for me".

**What we found about the standards we reviewed and how well Scarborough, Whitby & Ryedale Branch (Domiciliary Care Services) (North Yorkshire County Council) 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 being 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, 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 13: There should be enough members of staff to keep people safe and meet their health and welfare needs**

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 has effective systems in place 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

People said they had received information about the service which could be provided and said their views were listened to and were acted upon. One person said "Staff came to the hospital to find out about the help I needed, they suggested things to help and supported me. The service could not have been better". Another person said "Staff ask how I want my care to be given, what I need a hand with, they listen and act on what I say".

##### Other evidence

People expressed their views and were involved in making decisions about their care and treatment. Staff told us that they met with people and told them about the service they could provide to help them regain or maintain their health, wellbeing and independence. We saw that before a service was provided people had their needs assessed and they signed to say they had given their consent to this. This information included people's preferences and choices. We saw that contracts were in place that advised people of their rights to receive their care and support in a way that met their cultural and religious beliefs. People confirmed their support was reviewed regularly with them to make sure any changes in their needs were addressed.

Staff we spoke with said "We promote people's independence whilst living in the

community or in sheltered housing. We introduce people to other services to enable that". We saw that people's care records gave detailed information about how people preferred to be assisted. This helped to ensure that people's diversity, values and human rights were being respected.

**Our judgement**

People's views and experiences were taken into account in the way the service was being 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 we spoke with said they were happy with the care and support they received. One person said "The staff write down the care and help they give to me. They review this to make sure everything is alright for me". Another person said "The service has provided more than I expected. It is helping me get back on my feet".

##### Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. We saw that people had detailed assessments and care records in place which said exactly what help and support was required. We saw that this information was reviewed regularly to make sure people's needs were met. We also saw that people were encouraged and supported to be as independent as possible. We were informed that some people only received a service for up to six weeks. However, if people still required help and support after this time we saw that a further assessment was carried out and their care was taken on by other care teams who supported them.

We observed that people had risks to their health and wellbeing recorded. Staff told us that they could ask other health care professionals for their help and advice such as physiotherapists or occupational therapists. We saw risks present in people's home environment were assessed to help keep both staff and clients safe. This helped to make sure that people had the support they needed to maintain their health and wellbeing.

Staff we spoke with told us that they knew how to act when unexpected emergencies occurred. One member of staff said "If we found a person was unwell we would call the GP or ambulance and report this to the office straight away". This helped protect people's wellbeing.

**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

People told us they felt safe and confident to speak to staff if they felt something was not right. We did not ask people who use the service directly if they felt safe and protected from abuse. Instead we looked at some paperwork and talked to staff during our visit. People we spoke with did comment generally. One person said 'If I had any concerns I would raise them with the staff. I feel they would be dealt with'. Another person said "I have had no cause to complain".

##### Other evidence

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. Three staff we spoke with said they had received training about abuse and how to protect people. One member of staff said "I am able to recognise and respond to abuse. I would inform the manager straight away of any issues". The manager confirmed that any issues would be reported so they could be considered under the local authorities safeguarding of adults procedures. This helped to keep people safe from harm.

We saw recruitment records which confirmed that staff had relevant checks undertaken before they were allowed to work. This included a police check. This ensured staff were suitable to work in the care industry.

##### 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 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 using the service said that there were enough qualified, skilled and experienced staff to meet their needs. One person said "There are enough staff and they are very polite" Another person said "All the staff are fine, some are outstanding. They have the skills needed to look after me".

##### Other evidence

During our visit we spoke with people and with staff, both confirmed that there was enough staff to provide a service to people. We were told that the same team of staff were allocated to look after people so that they were supported by staff who knew people's needs well. Staff said that they worked flexibly to make sure all areas of the service could be delivered in a timely way. A member of staff said "We all work together. We have enough staff, we do change teams and we can work across all areas of the service including learning disabilities and the rapid response team. This helps to develop our knowledge and skills".

We saw evidence that confirmed training was provided. Staff we spoke with said that they were never asked to carry out duties which were beyond their skills or capabilities so that all parties were protected.

##### 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

People we spoke with said that they were satisfied with the service being provided to them. One person said "Staff are very careful with safety. They ask my views. I have no cause to complain".

##### Other evidence

People who use the service were asked for their views at the start, during and at the end of the service. Staff we spoke with confirmed everyone received a questionnaire to get their feedback. We saw that "Quality visits" took place where staff visited people to gain their views. Any issues raised were looked into to make sure that people remained happy with the service they received.

Records inspected contained relevant risk assessments we saw action was taken to protect people's wellbeing. There was evidence that learning from incidents occurred and investigations took place so that appropriate changes were made to keep people safe.

Staff told us everyone received a complaints leaflet. People we spoke with said they could raise issues which they said they felt would be dealt with.

Staff we spoke with said the management were approachable. We saw evidence that staff meetings were held. This helped to identify how the service's provided could be developed. We were told that there was a system in place for staff to get advice about any issues that arose out of hours, to help staff felt supported.

**Our judgement**

The provider has effective systems in place 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

<b>Document purpose</b>	Review of compliance report
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## 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