

Review of compliance

<p>Mackley Home Care Limited Mackley Homecare Limited</p>	
Region:	London
Location address:	<p>Mackley House Oakley Road Bromley Kent BR2 8HG</p>
Type of service:	Domiciliary care service
Date of Publication:	November 2011
Overview of the service:	<p>Mackley Home Care Limited is a domiciliary care agency which provides personal care to people of all ages in their own home. The service operates from a house in Keston near Bromley and office staff can be contacted by visiting the office, by telephone, fax or e-mail. The agency provides details of its fees on request.</p>

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

Our current overall judgement

Mackley Homecare Limited was not meeting one or more essential standards. Improvements are needed.

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, talked to staff and talked to people who use services.

What people told us

I have a good relationship with my carer.

I consider my carer as part of the family.

Occasionally the carer is late and my mother likes her lunch at 1230 but the office does let her know if this happens.

I'm very happy with my care especially my regular carer, staff are respectful and pleasant at all times.

What we found about the standards we reviewed and how well Mackley Homecare 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

People who live at the home are supported to make choices about their care and support although this and people's preferences are not consistently recorded on the care plans. Overall, we found that Mackley Home Care Limited was meeting this essential standard but, to maintain this, we suggested that some improvements were made

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

People who use the service have their individual needs met by the staff and other professionals. Overall, we found that Mackley Home Care Limited was meeting this essential standard

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

Staff we spoke with are able to contact the office staff at all times for advice regarding any safeguarding issues although training figures show that only small numbers of staff have received formal training.

Overall, we found that Mackley Home Care Limited was meeting this essential standard.

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

Staff felt supported by managers and records showed that training programmes are related to appraisals, however, the summary of training records provided shows that staff have not completed mandatory training; this includes safeguarding training.

Overall, we found that improvements were needed for 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 told us that spot checks were carried out and all communication with people that use the service is documented. Satisfaction survey are undertaken by the agency on a regular basis.

Overall, we found that Mackley Home care limited was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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

There are minor concerns with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People we spoke with told us that staff always ensured that they were given choice about the care they received and how that care was delivered. We were told that staff were respectful and addressed them politely at all times.

Other evidence

Care plans had been agreed and signed by people who use the service or their representative. Copies of the care plans were also held in the office and include people's preferences and assessments of their needs. Preferences are not routinely recorded. The care plans are updated on a daily basis and reviewed by staff as and when required. Copies of the contracts are held at people's homes as well as in the office.

Our judgement

People who live at the home are supported to make choices about their care and support although this and people's preferences are not consistently recorded on the care plans.

Overall, we found that Mackley Home Care Limited was meeting this essential standard but, to maintain this, we suggested that some improvements were made

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 told us that staff provided a good service and they were reliable, staff were always on time. They told us that they were happy with the care they received and the flexibility the service offered. Some people said that they didn't always have the same staff delivering their care and although all the staff provided good care they would like to have the same staff all the time.

Other evidence

Staff we spoke with told us that all the people who receive care are assessed and provided with contracts outlining the service required. The assessment covers a full range of the individual's needs which include communication, daily living needs, risk assessments and the frequency of the visits agreed. The risk assessments completed include living conditions, nutritional needs, moving and handling, personal care needs, mobility and skin condition. Staff are provided with the appropriate information to meet the needs of each individual they visit.

Care plans are kept in people's homes as well as in the office. The care plans we reviewed were up to date.

Our judgement

People who use the service have their individual needs met by the staff and other professionals. Overall, we found that Mackley Home Care Limited 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 we spoke to said that they felt safe and that the staff that delivered their care were kind and acted in a professional way at all times.

Other evidence

Staff we spoke with told us that they had received in house safeguarding training and explained the process for reporting any concerns. We were told by staff that they have access to advice from the manager both in and out of hours and that they have read the policy for reporting any safeguarding incidents.

Our records reflect that there have been no safeguarding incidents and only one formal complaint recorded service over the last year that the Care Quality Commission are aware of. The agency employs approximately twenty five staff with six members of staff having attended safeguarding training (24%). This will be taken into account within Outcome 14 which covers staff training.

Staff files contain two references and CRB checks; both are obtained prior to individuals starting work. Staff we spoke to confirmed that this process had been followed and completed prior to them being allowed to start working at the agency. One file contained a CRB check which was recent but reflected another employer.

Our records reflect that there have been no safeguarding incidents that have occurred at the service during the period since our last inspection.

Our judgement

Staff we spoke with are able to contact the office staff at all times for advice regarding any safeguarding issues although training figures show that only small numbers of staff

have received formal training.

Overall, we found that Mackley Home Care Limited 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

There are moderate concerns with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People we spoke with felt that the staff had the appropriate skills to deliver care that meets their needs.

Other evidence

Staff told us that they had received a comprehensive induction when they started working for the agency which included working alongside the manager and assessment of their skills. We were told that they felt supported and able to ask for assistance if they needed it.

We checked records and saw that files contained copies of staff qualifications and training programmes developed from their appraisals dependent on their needs.

We were told by staff that spot checks are carried out to ensure that the care delivered is of an acceptable standard.

We were told that mandatory training includes safeguarding, moving and handling, Health and Safety and first aid, medication management and food hygiene. We have been provided with a summary of the mandatory training undertaken by staff. The numbers that have completed the mandatory training are very low with the exception of moving and handling where approximately 68% are stated as having undertaken the training. Staff are also provided with a handbook and given time to read policies and procedures when they are employed.

Our judgement

Staff felt supported by managers and records showed that training programmes are related to appraisals, however, the summary of training records provided shows that staff have not completed mandatory training; this includes safeguarding training.

Overall, we found that improvements were needed for 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

People told us that they are often asked what they think about the agency and spot checks are carried out. People also told us that they had received satisfaction questionnaires.

Other evidence

We observed that the paperwork provided included a questionnaire for people to complete and give their views on the service they received. The paperwork also has information on how to make a complaint and staff we spoke with told us that any incidents or accidents were documented and reported to the manager.

Results of the satisfaction survey have been provided and results confirm that people are happy with the service they receive; the survey is conducted randomly on a quarterly basis.

All calls made to people are logged in the office and this practice was observed by the inspector.

Our judgement

People told us that spot checks were carried out and all communication with people that use the service is documented. Satisfaction survey are undertaken by the agency on a regular basis.

Overall, we found that Mackley Home care limited was meeting this essential standard.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Personal care	Regulation 17 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 01: Respecting and involving people who use services
	<p>Why we have concerns:</p> <p>People who live at the home are supported to make choices about their care and support although this and people's preferences are not consistently recorded on the care plans.</p> <p>Overall, we found that Mackley Home Care Limited was meeting this essential standard but, to maintain this, we suggested that some improvements were made</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
Personal care	Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<p>How the regulation is not being met: Staff felt supported by managers and records showed that training programmes are related to appraisals, however, the summary of training records provided shows that staff have not completed mandatory training; this includes safeguarding training. Overall, we found that improvements were needed for this essential standard.</p>	

The provider must send CQC a report that says what action they are going to take to achieve compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 7 days of the date that the final review of compliance report is sent to them.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance actions are complete.

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

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