

Review of compliance

Dudley Metropolitan Borough Council Home Care Services	
Region:	West Midlands
Location address:	7th Floor, Falcon House The Minories Dudley West Midlands DY2 8PG
Type of service:	Domiciliary care service
Date of Publication:	November 2011
Overview of the service:	Home Care Services provides a personal care service to people living in their own homes. The service is located in the borough of Dudley and is part of Dudley MBC services.

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

Our current overall judgement

Home Care Services was meeting all the essential standards of quality and safety.

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 September 2011, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us that they were involved in agreeing their care and support. They told us that staff treated them with dignity and respect. They said that staff cared for them well and understood their needs. They said they felt safe using the service and they felt the staff were trained well. They said they knew how to complain and were confident that should they make a complaint it would be dealt with. People told us:

"They do the care that I want them to do".

"I think the staff are trained to care for my wife and they understand her".

During our visit to the service we saw that people's needs were assessed and planned for. That there were systems in place to ensure they were fully involved in planning their care and support.

We saw that systems were in place to ensure that people are safe from abuse. Staff received the training, supervision and support they need to do their job. We saw that there were systems in place to maintain the quality of the service and people were consulted about the quality of the service they receive.

What we found about the standards we reviewed and how well Home 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 are shown respect and are fully involved in deciding what support they need.

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

People are receiving the care and support they need.

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

People who use the service can be assured that there are robust systems in place to safeguard them from abuse.

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

People receive a service from staff that are trained and supported to do their job.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Systems are in place to monitor the quality of the service in a consistent way.

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

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 service and their relative that we spoke to said they were involved in agreeing and planning their care.

People told us that the staff that supports them treated them with respect and dignity. One person said: "They knock the door before coming in. They wouldn't just walk in without knocking". One person's relative said: "They talk to my wife about the things they are doing".

The staff we spoke to were able to give us good examples of how they ensure that people's privacy and dignity were respected and how they involved people who use the service whilst providing care and support. For example they always make sure that doors are shut, curtains are closed, people are kept covered up when providing personal care. They all said that they talk to people about the care they provided to ensure that what they do is in line with what people want.

The records we looked at showed that respect dignity and independence was included in each person's care plan. As part of the review of service people were asked if they were treated with respect and dignity by the staff. The records also showed that people

using the service or someone acting on their behalf had agreed the care they received.

Staff told us they received equality and diversity training and understood that they needed to treat people equally and as individuals. One staff talked about how she communicated with a person who had limited verbal communication. Staff said they had access to an interpreting service, should they need to communicate with people whose first language is not English, so people's different needs were being supported.

Other evidence

Our judgement

People are shown respect and are fully involved in deciding what support they need.

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

As part of this review we conducted telephone interviews with four people who use the service and two of their relatives, to ask them about the care they received. They told us someone from the service visited them to discuss and plan their care with them, so they were fully involved in decisions about their care and support.

People felt that the staff supported and cared for them well. People told us:

"They do the care that I want them to do".

"They care for my wife well and do the things that are necessary".

The records we looked at showed that people had an assessment of their needs and a detailed plan of care. These were agreed with the person using the service, or someone acting on their behalf. Risk assessments were also available to give staff instructions about how to minimise any identified risk. This means that staff should have the relevant information to ensure they are able to meet people's needs.

We looked at a small sample of records for people who received support with their medication. This showed that where people require support with their medication this is assessed and planned for, and a record kept of medication given, so people should receive their medication when they need it.

During discussions with staff we were able to confirm that they were knowledgeable

about the needs of the people they supported. They confirmed that care plans and risk assessments were available in the homes of the people they visited and that these were kept updated in line with the changing needs of the person. Staff told us that where people had specific care needs they have received the necessary training to support these needs.

Other evidence

Our judgement

People are receiving the care and support they need.

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

Everyone we spoke to told us that they felt safe with the care and support they received from the service.

Staff spoken with knew the policy for safeguarding vulnerable adults. They knew the types and signs of abuse and what action to take should they suspect someone was being abused. They were aware of the relevant external agencies that they could contact in order to ensure that people were protected. They all said they had received safeguarding training and updated training in this area was provided annually. This was verified by the training records we looked at.

Staff said the service did the necessary checks to make sure they were safe to work with vulnerable people.

There were two safeguarding referrals on record at the service during the last year. We saw that the manager had taken the correct action to safeguard the person using the service in each case.

Other evidence

Our judgement

People who use the service can be assured that there are robust systems in place to safeguard them from abuse.

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 we spoke to told us that the staff who visited them understood their needs and were generally able to deliver their care safely. People told us:

"They seem to be quite good. I have no complaints".

"I think the staff are trained to care for my wife and they understand her".

"They are trained they wear their uniform and are really clean".

Staff told us that they received the training they needed to do their job and that there was a lot of training on offer. Information from the provider showed that a planned approach to training was adopted so staff should get the training they need to do their job well.

Staff said that they received regular supervision, spot checks, and appraisal and were well supported to do their job. They said there is an open door style of management and they are able to speak to their supervisor and the manager when they need to and team meetings took place regularly. They said there was a senior person on call to support them when they work outside of the normal office hours.

We looked at a sample of staff records and these confirmed that staff received regular supervision. So people were supported by staff that were trained and supported to do their job.

Other evidence

Our judgement

People receive a service from staff that are trained and supported to do their job.

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 and their relatives that we spoke to told us that they have no complaints about the care they receive. They told us they knew how to complain and felt confident their concerns would be listened to and acted upon.

One person said: "I feel safe with them and they are all very nice. I have no complaints. They care for me well. They are usually on time and reliable".

We saw that where people had raised concerns these had been investigated and responded to. The organisation has a corporate complaints procedure that ensures that all formal complaints are recorded, investigated and responded to.

Staff told us that they receive an annual survey, so they are able to comment on how the service operates.

Information received from the provider showed that there were clear policies and procedures in place relating to assuring a quality service. This included an annual survey sent to people who use the service. Information from the surveys was analysed and action plan drawn up to address any actions required. In addition a quality assurance visit is made to people within 28 days of commencement of the service. This ensures that any concerns or adjustment to the service can be looked into quickly.

The records we looked at confirmed that the organisation's procedures for assuring a quality service was being adhered to by staff.

Other evidence

Our judgement

Systems are in place to monitor the quality of the service in a consistent way.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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