

Review of compliance

Satellite Consortium Limited Satellite Consortium

Region:	London
Location address:	27b Clarendon road London N8 0DD
Type of service:	Domiciliary care service
Publication date:	May 2011
Overview of the service:	<p>Satellite Consortium is a domiciliary care agency that specialises in providing culturally specific care and support to people of ethnic minority backgrounds in the London Borough of Haringey. The staff team consists of care workers and managers providing support primarily to people of Irish, Turkish, Cypriot, African, Caribbean, Chinese and Asian ethnic backgrounds.</p> <p>Satellite Consortium provides support for individuals living in their own homes. The service is provided to adults who need assistance due to age, ill health or disability.</p> <p>Satellite Consortium's office is located close to Turnpike lane underground station, and has easy access to public transport networks.</p>

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

What we found overall

We found that Satellite Consortium was not meeting one or more essential standards. Improvements were needed.

The summary below describes why we carried out the 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 20 May 2011, talked with people who use services, talked with members of staff, checked the provider's records, and looked at records of people who use services.

What people told us

Among the complimentary comments about the agency and its care workers were, "They're fantastic, they come on time. I have no issues with the service"

"We have been with Satellite for years now, and the two carers we have at the moment are very good, they come on time"

"It's rare to get a carer who does the work. Her usual carer does the work properly and keeps me informed."

People who were not totally happy with the service mainly said this was due to their experiences of having relief care workers.

What we found about the standards we reviewed and how well Satellite Consortium was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Overall, we found that Satellite Consortium was meeting this essential standard but to maintain this, we have suggested that some improvements are made.

People who use services are provided with information about the care they should receive and their care package is developed with their involvement, but we found that the service user guide needed to be updated.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Overall, we found that Satellite Consortium was meeting this essential standard. Satellite Consortium has suitable arrangements in place for obtaining, and acting in accordance with, the consent of people who use services. Where people lack capacity, arrangements are in place to make best interest decisions with regard to the care, treatment and support they receive.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

Overall, we found that Satellite Consortium was meeting this essential standard. Satellite Consortium provides appropriate personal care services that also take into account people's cultural and language needs.

Outcome 5: Food and drink should meet people's individual dietary needs

Overall, we found that Satellite Consortium was meeting this essential standard. Satellite Consortium supports people to have their meals and drinks on time.

Outcome 6: People should get safe and coordinated care when they move between different services

Overall, we found that Satellite Consortium was meeting this essential standard. Satellite Consortium liaises with other providers to make sure people receive the care packages they need.

Outcome 7: People should be protected from abuse and staff should respect their human rights

Overall, we found that Satellite Consortium was meeting this essential standard. Members of staff at Satellite Consortium have suitable training to ensure that people are protected from abuse.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

Overall, we found that Satellite Consortium was meeting this essential standard but to maintain this, we have suggested that some improvements are made.

Satellite Consortium ensures people are protected against identifiable risks of healthcare associated infections. However, people's homes were not always left clean and tidy after care calls.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

Overall, we found that Satellite Consortium was meeting this essential standard.

Satellite Consortium has systems in place to support people to take their medicines safely.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

Overall, we found that Satellite Consortium was meeting this essential standard.

Satellite Consortium has safe and suitable premises from which to provide domiciliary care services.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

Overall, we found that improvements are needed for this essential standard.

Satellite Consortium makes a positive contribution to ensuring people who use services are not at risk of harm from unsafe or unsuitable equipment. However some care workers were found to be unfamiliar with using hoists to help to move people whilst they are receiving care.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

Overall, we found that Satellite Consortium was meeting this essential standard but to maintain this, we have suggested that some improvements are made.

Satellite Consortium has arrangements in place to ensure it employs suitable staff members who are able to provide personal care in people's homes. However we did not find evidence of ongoing checks being carried out by the provider on their employees, such as new CRBs of current employees.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

Overall, we found that Satellite Consortium was meeting this essential standard but to maintain this, we have suggested that some improvements are made.

Satellite Consortium has sufficient numbers of trained and experienced members of staff available to meet people's care needs. However some people seemed to have a less than satisfactory care experience when they were allocated relief care workers when their regular carer was not available.

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

Overall, we found that improvements are needed for this essential standard.

Satellite Consortium provides appropriate training for its care workers. However we found that care workers did not receive regular supervisions sessions and refresher training.

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

Overall, we found that improvements are needed for this essential standard. Satellite Consortium submits regular reports of its care services to Haringey Social Services. This provides some useful monitoring information but does not encompass all aspects of the quality of service provision. The service was not able to demonstrate that it was routinely assessing and managing risks to the safety of people who use services.

Outcome 17: People should have their complaints listened to and acted on properly

Overall, we found that Satellite Consortium was meeting this essential standard. Satellite Consortium has a robust system in place for identifying, receiving, handling and responding appropriately to complaints and comments.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

Overall, we found that improvements were needed for this essential standard. Satellite Consortium maintains records in respect of each person using their service, and records are kept securely and can be promptly accessed. However we found that care plans were not always accurately maintained.

Action 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.

Other information

Please see our previous review reports for more information.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
Satellite Consortium has a comprehensive service user guide, which is made available to all people new to receiving care from the agency. The service user guide provides people with information about the service, contractual issues emergency contact details and the staff team.

Other evidence
We looked at a number of care plans for people who use services, and found assessments involving the social services team were carried out at people’s homes before their care package was developed. The initial assessments allowed the person and their families to discuss their needs, which were taken into account in the development of care packages. We found that it was documented in people’s care plans, where there were required changes to their care packages, such as revised hours of care, and when people were away from their homes, services were suspended.

Satellite Consortium’s service user guide showed the provider was committed to ensuring people privacy is respected, by specifying what people care expect from carers visiting their home, that the carers’ time sheets must be signed by the people receiving the service, and that people are actively encouraged to take part in the

development of their care plan and involve their families and friends if they wish to do so. However, we found that the guide needed to be updated to refer to inspections being carried out by the Care Quality Commission, and that the complaints section also needed to be updated to include details of the Parliamentary and Health Service Ombudsman, who are able to independently investigate complaints that the people are not satisfied with how they had been addressed by Satellite Consortium.

Our judgement

People who use services are provided with information about the care they should receive and their care package is developed with their involvement, but we found that the service user guide needed to be updated.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
People who use services' care plans require their signatures documenting that they agree to the care provided. We found that care plans were signed for by individuals or members of their families.

Other evidence
The registered manager informed us that there were few people receiving care from Satellite Consortium who lacked capacity to make decisions, and that where people lacked capacity, the care managers worked with their next of kin to make decisions about the most appropriate care package for them.

Our judgement
Satellite Consortium has suitable arrangements in place for obtaining, and acting in accordance with, the consent of people who use services. Where people lack capacity, arrangements are in place to make best interest decisions with regard to the care, treatment and support they receive.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
One relative praised the care staff saying, “The carers that come in are like family now. I’m happy with them and so is my daughter – they treat her like one of their own.”

Other evidence
We found that people had allocated care workers and that the service made effort to maintain these arrangements. This allowed people to get used to having the same people looking after them. Where people were not happy with their carer, we found that the agency allocated them a new care worker. Care workers were also allocated for cultural reasons and to match people’s language needs.

Most of the people who receive care from Satellite Consortium are referred and have their care funded by Haringey Social Services. The registered manager told us that Satellite Consortium provides a monthly return to Haringey Social Services of its provided care. We reviewed the monthly returns and found that they held details of new and revised, suspended and terminated care packages, the current total care packages and contract hours, missed and cancelled care calls, accidents reported, allegations of abuse, and details of formal and informal complaints. We found that there had been only 2 recorded missed care calls between October 2010 and May 2011. Action was taken by the agency following missed care calls, and there was good communication between the care managers, care workers involved and the service user.

Our judgement

Satellite Consortium provides appropriate personal care services that also take into account people's cultural and language needs.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
Relatives we spoke to confirmed that care calls routinely encompass supporting people who use services to prepare and eat meals.

Other evidence
People’s care plans stated the kind of help they needed with meals and drinks. We saw documented information about people’s needs where they had specialist diets, such as pureed diets.

Where people had difficulty eating and drinking, we saw in care plans that care workers highlighted the problem and involved social services, occupational therapists and speech and language therapists.

Our judgement
Satellite Consortium supports people to have their meals and drinks on time.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
Satellite Consortium provides care in people’s homes. The care is mainly funded by Haringey Social Services, with a few people paying for the service privately.

Other evidence
People’s care plans showed that there was good communication between Haringey Social Services and Satellite Consortium which allowed appropriate care packages to be prepared.

We found that Satellite Consortium referred issues with the provided care to other appropriate providers where necessary, such as occupational therapists and speech and language therapists. We also found that when people were admitted to hospital their care and support was suspended. This meant they were not being charged for a service they were not receiving.

Our judgement
Satellite Consortium liaises with other providers to make sure people receive the care packages they need.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
None of the people we spoke to raised any concerns or allegations of abuse.

Other evidence
The registered manager informed us that Satellite Consortium’s mandatory induction training for new members of staff includes Level 1 Safeguarding training, which was previously available through the Borough. However, the manager stated that the service intended to start its own training programme from July 2011, as new charges had been introduced by the Borough for such training.

We found that members of staff had satisfactory enhanced Criminal Records Bureau checks and Protection of Vulnerable Adults and Children (POVA/POCA) checks before they were able to work in people’s homes. Checks were also made against the Metropolitan Police records for prosecution and conviction history, and none of the care workers had prosecution and / or conviction histories against them.

Care workers that we spoke to understood their responsibilities in safeguarding people from abuse, and told us they would refer any concerns to the agency’s managers.

Satellite Consortium’s service user guide makes clear that staff members do not

accept gifts and tips. This policy can help to protect people who are cared for from financial abuse.

Our judgement

Members of staff at Satellite Consortium have suitable training to ensure that people are protected from abuse.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

There are minor concerns with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
Most people we spoke to who's relatives use the service told us that care workers cleaned up after themselves when they carried out care calls. For example the kitchen would be left clean and tidy with the washing up done, and the bathroom would be cleaned as well. However one relative told us that they sometimes came home and found food or drink spillages left on the floor, and the house generally not in a very tidy state.

Other evidence
We found that the agency's office held a large stock of disposable gloves and aprons, which are used as personal protective items by the care workers when caring for people. Carers we spoke to also told us they had sufficient gloves and aprons to use during care calls and didn't run out of these items. This shows that the provider makes sure the staff and people cared for are protected from the risks of healthcare associated infections.

Our judgement
Satellite Consortium ensures people are protected against identifiable risks of healthcare associated infections. However, people's homes were not always left clean and tidy after care calls.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us
Most relatives of people receiving care that we spoke to told us that those receiving care were able to take their own medicines and have arrangements in place to manage their own medicines. We spoke to the relative of one person who told us that they prepared the medicines for the carer to give to the person at the correct time during the day.

Other evidence
Satellite Consortium provides medication training as part of its induction programme for care workers.

We observed that some people’s care plans recorded that they needed prompting with taking their own medicines, and were told by the registered manager that the care workers prompted people to take their own medicines, and that it was the service’s policy that no carers administered medication. This information was also included in the service user guide, which we were told all people receiving care were provided with when they joined the service.

Our judgement
Satellite Consortium has systems in place to support people to take their medicines safely.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises.

Our findings

What people who use the service experienced and told us
On this occasion we did not speak to people about this outcome area.

Other evidence
The offices of Satellite Consortium were spacious and well equipped.

Our judgement
Satellite Consortium has safe and suitable premises from which to provide domiciliary care services.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

- People who use services and people who work in or visit the premises:
- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
 - Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

There are moderate concerns with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us
Satellite Consortium is not responsible for maintenance and repair of equipment in people’s homes. Equipment used to care for people, such as hoists, were recorded in their care plans. This means that the service and its carers are aware of any items of equipment that need to be used when taking care of people.

One relative told us that some of the carers that have been sent were not able to use the hoist in their home when meeting care needs. The relative told us that they had told the managers at the agency’s office about the problem, and had been told that all their care staff knew about using the hoist.

Other evidence
We also found that the service recorded in people’s files when they spoke to community teams, such as the Occupational therapy department at Haringey social services about the need for equipment to use when caring for people.

Our judgement
Satellite Consortium makes a positive contribution to ensuring people who use services are not at risk of harm from unsafe or unsuitable equipment. However some care workers were found to be unfamiliar with using hoists to help to move people whilst they are receiving care.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

We have minor concerns with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us
On this occasion we did not speak to people about this outcome area.

Other evidence
We looked at the files of 4 new employment applicants and the staff files for 6 current members of staff and found that appropriate recruitment checks had been carried out for each person. The checks carried out at the recruitment stage included proof of address, evidence of relevant qualifications, proof of entitlement to work in the UK, reference checks, Enhanced Criminal Record Bureau (CRB) checks and checks against Protection of Vulnerable Adults (POVA) and Protection of Children Act (POCA) lists. However we did not find evidence of ongoing checks being carried out by the provider on their employees, such as new CRBs of current employees.

Our judgement
Satellite Consortium has arrangements in place to ensure it employs suitable staff members who are able to provide personal care in people's homes. However we did not find evidence of ongoing checks being carried out by the provider on their employees, such as new CRBs of current employees.

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

There are minor concerns with outcome 13: Staffing

Our findings

What people who use the service experienced and told us
We found that people had care workers allocated to them, and that the arrangements were suitable for both the person being care for and the care worker. Satellite Consortium was flexible in the way people’s care was managed, with people being able to suspend care calls if they were on holiday, or temporarily being looked after by their families.

People’s experiences of care workers varied, with relatives of people who had greater needs feeling less satisfied with the care staff, particularly when relief care workers were used. For example, a relative of a person needing longer hours of care calls told us, “Sometimes they send a carer who we have not seen before. The relief carers need to be more patient with him. They need to train the relief staff properly. Sometimes they send them to see what the regular carers are doing for an hour. But they need to send someone who can be patient and learn what he needs.” The same relative told us, “I can see the care staff I have at the moment have low motivation.”

Another relative told us of having a recent experience of relief care workers, “When they’re covering the care calls, they’re not the best. The relief carer will just do the asking [about personal care needs]. If she is refused, she just leaves. The regular carer is very good and gets the job done.”

The registered manager told us that 5 carers were on sick leave at present, but their

calls were being covered by other care workers. One relative told us of their positive experience of relief care workers, "When the regular carers are on holiday, they send other carers in. They're very good."

Other evidence

The registered manager told us that there were 38 care workers and 4 managers at the service, and that they employed no volunteers.

We found that there was written record and communication with people if their care worker was absent due to sickness or was on leave. The option of having relief care workers was offered to people when their regular care worker was not available, which allowed people to continue to be cared for and supported as they needed.

Care workers we spoke to told us that they had enough time to complete care calls. One care worker told us, "I haven't got enough clients at the moment, so I'm ok with time. Sometimes they ring me to cover other care workers and if I'm free I do it."

The registered manager told us that due to a funding deficit, the service had had to make staffing cuts, which led to some managerial posts being made redundant in the finance department, but the care worker staff had not been affected by the cuts.

Our judgement

Satellite Consortium has sufficient numbers of trained and experienced members of staff available to meet people's care needs. However some people seemed to have a less than satisfactory care experience when they were allocated relief care workers when their regular carer was not available.

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

There are moderate concerns with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
On this occasion we did not speak to people about this outcome area.

Other evidence
We spoke to the registered manager about training and were informed that care workers were encouraged and supported to gain a National Vocational Qualification (NVQ) Level 2 in Health and Social Care. We found that the care workers whose records we reviewed had this NVQ qualification. The registered manager told us that 35 of its 38 care workers had the qualification, and the remaining 3 workers were training towards the qualification.

We found that staff members had also received training in a range of topics relevant to their work including Health and Safety and First Aid, Client Handling, Health and Safety in Homes, Drugs and Medication, Dementia, Food Safety and Catering and Risk Assessment.

We found that there was limited evidence of supervision sessions in staff files, particularly over the last two years. We spoke to the registered manager about supervision arrangements for care workers and the gaps we had found in the staff files, and she recognised it was an area that needed improvement in the service. We looked at the records for 6 members of staff, and found that only one of these members of staff had received a supervision meeting in 2011, another staff member had received their last supervision meeting in March 2010 and the remaining staff members had not had supervision meetings since 2009. We also spoke to two care workers about supervision, and both confirmed to us that they had had supervision meetings with their manager a year ago. The lack of regular supervision meetings

between care workers and their managers means that these members of staff may not be well supported to carry out their work and improve in their competencies and development.

Our judgement

Satellite Consortium provides appropriate training for its care workers. However we found that care workers did not receive regular supervisions sessions and refresher training.

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

There are moderate concerns with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us
We asked people about monitoring checks that are carried out by the service, and they told us that the checks were not being carried out very often. Relative told us, “They have done spot checks in the past, but it’s been a while now, although less than a year, since one was done.”
“There’s no one to come round and see what is happening, there’s been no spot checks for about a year now. The last time there was a review was because I raised it with my social worker.”

Another relative commented that, “At the same time the social worker turns up for the annual review, the care manager might also come along.” The same relative felt the process for monitoring care workers may not spot issues with the quality of the service saying, “The manager tells the care worker when they’re coming to do a visit. This puts the care worker on their best behaviour.”

The registered manager told us that monitoring visits to people’s homes were meant to be carried out every six months, and led by a care manager. The service recognised that this was not happening, as they had been responding to urgent calls to people’s homes recently.

The registered manager told us that the service carries out an annual survey of people who use services. Among individual comments provided by their clients in the 2010 survey results were, “We are lucky to have our carers. We wish we could

have more time for carers.”, “The carer’s good health is very important if one is employed to take care of a disabled person. Only fit people should be employed as carers...” The survey results provided both very positive responses and some areas for improvement, and showed steps had been taken to gather information about people’s experience of the service.

Other evidence

The 2010 client survey report was completed by 29 of the 52 people receiving services or their relatives (56% response rate). People were asked questions on a range of issues: whether services were user focussed, personal care, protection, managers and staff and the organisation and running of the business. Although the responses were largely positive, areas where responses were less favourable were involvement of service users in changes to, and development of, their care plans, and the level of information given to people regarding the complaints procedure. The registered manager told us that the survey findings were reviewed by the managers and members of the service’s Board, and was also shared with the Haringey Social Services. The registered manager told us that they would consider sharing the findings and resulting actions with people who use services and their families in future.

We also reviewed Satellite Consortium’s log of incidents. We found that the service had recorded 2 incidents since 1st October 2010, when it became registered under the new HSCA 2008 Act. Both incidents had been investigated and appropriate actions taken.

The registered manager informed us that the service prepares a monthly report of its care services which is submitted to Haringey Social Services. We were provided with a copy of the most recent reports, from October 2010 to May 2011, which included new, revised, suspended and terminated care packages, the current total care packages and contract hours, missed and cancelled care calls, accidents reported, allegations of abuse, and details of formal and informal complaints. The monthly reports showed these important factors were being recorded and monitored.

There was limited evidence that Satellite Consortium was carrying out regular, routine monitoring visits and spot check visits to people’s homes. The service’s user guide states that the agency’s work practices are reviewed at least on an annual basis, but we found records of monitoring visits and spot check visits to people’s homes did not always show that checks were carried out on an annual basis. We highlighted this to the registered manager, who told us that it was the service’s policy to carry out monitoring checks every six months, but the service had been preoccupied recently with carrying out urgent visits, where there had been issues with the care being provided, and had fallen behind on the regular routine monitoring checks. When we visited the home of one person who uses services and reviewed their care plan, there was a record of a recent monitoring visit. However it wasn’t specified what review was carried out on the visit and what conclusions were drawn as a result.

We also saw that there were inconsistencies in the frequency of care plan reviews. Although we found that the care plans we looked at specified people’s care needs, and were modified according to changes in people’s care needs, there was a lack of

routine review and audit of care plans to ensure they were being followed properly. This means that there weren't regular checks being carried out to make sure that the care provided was suitable, and was being given as specified and required.

We also asked the registered manager about the audit programmes in place in the service, and were told that this was in development for the year July 2011 to June 2012.

Our judgement

Satellite Consortium submits regular reports of its care services to Haringey Social Services. This provides some useful monitoring information but does not encompass all aspects of the quality of service provision. The service was not able to demonstrate that it was routinely assessing and managing risks to the safety of people who use services.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us
People we spoke to gave us examples of concerns or complaints they had made to the service, mainly informally over the telephone. The relatives told us they were listened to, and changes were made most of the time.

Other evidence
Information about how to make complaints is included in Satellite Consortium’s service user guide, and people we spoke to knew how to make complaints.

Our judgement
Satellite Consortium has a robust system in place for identifying, receiving, handling and responding appropriately to complaints and comments.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

There are moderate concerns with outcome 21: Records

Our findings

What people who use the service experienced and told us
People who receive care from Satellite Consortium have a copy of their care plan and daily records of the care they receive are kept in their homes. This is used by the care workers to record details of their visits.

People we spoke to were aware of their / their relative’s care plan, and the time sheets they needed to sign for the care workers. One relative told us, “The carers write down what they do each day, and I sign the timesheets for them.”

Other evidence
Copies of care plans are kept in the office premises of Satellite Consortium, as well as in people’s homes.

In the office premises, we found that the records of people who use services were kept securely in lockable filing cabinets, that the records were held securely and reasonably well organised.

We looked at a care plan in one person’s home, and found that it was not very well kept. Information was not stored chronologically or always by subject area, so it was difficult find the relevant information. We did find that the daily records of care were completed following each care call (we reviewed care calls made in April and May 2011), but they did not include all the care provided. For example, details of

medication the person took were not always recorded.

Our judgement

Satellite Consortium maintains records in respect of each person using their service, and records are kept securely and can be promptly accessed. However we found that care plans were not always accurately maintained.

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	17	1 (Respecting and involving people who use services)
	<p>Why we have concerns: People who use services are provided with information about the care they should receive and their care package is developed with their involvement, but we found that the service user guide needed to be updated.</p>	
Personal Care	12	8 (Cleanliness and infection control)
	<p>Why we have concerns: Satellite Consortium ensures people are protected against identifiable risks of healthcare associated infections. However, people's homes were not always left clean and tidy after care calls.</p>	
Personal Care	21	12 (Requirements relating to workers)
	<p>Why we have concerns: Satellite Consortium has arrangements in place to ensure it employs suitable staff members who are able to provide personal care in people's homes. However we did not find evidence of ongoing checks being carried out by the provider on their employees, such as new CRBs of current employees.</p>	
Personal Care	22	13 (Staffing)
	<p>Why we have concerns: Satellite Consortium has sufficient numbers of trained and experienced members of staff available to meet people's care needs. However some people seemed to have a less than satisfactory care experience when they were allocated relief care workers when their regular carer was not available.</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 within **14 days** of this report being received.

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	16	11 (Safety, availability and suitability of equipment)
	<p>Why we have concerns: Satellite Consortium makes a positive contribution to ensuring people who use services are not at risk of harm from unsafe or unsuitable equipment. However some care workers were found to be unfamiliar with using hoists to help to move people whilst they are receiving care.</p>	
Personal Care	23	14 (Supporting workers)
	<p>How the regulation is not being met: Satellite Consortium provides appropriate training for its care workers. However we found that care workers did not receive regular supervisions sessions and refresher training.</p>	
Personal Care	10	16 (Assessing and monitoring the quality of service provision)
	<p>How the regulation is not being met: Satellite Consortium submits regular reports of its care services to Haringey Social Services. This provides some useful monitoring information but does not encompass all aspects of the quality of service provision. The service was not able to demonstrate that it was routinely assessing and managing risks to the safety of people who use services.</p>	
Personal Care	20	21 (Records)
	<p>How the regulation is not being met: Satellite Consortium maintains records in respect of each person using their service, and records are kept securely and can be promptly accessed. However we found that care plans were not always accurately maintained.</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 **14 days** of this report being received.

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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