

# Review of compliance

Complete Care Solutions (NW) Limited Complete Care Solutions (NW) Limited	
<b>Region:</b>	North West
<b>Location address:</b>	3 Fairclough Street Earlestown Newton-le-Willows Merseyside WA12 9QF
<b>Type of service:</b>	Domiciliary care service
<b>Date of Publication:</b>	May 2012
<b>Overview of the service:</b>	Complete Care Solutions Limited is a domiciliary care agency. The service is based in Newton-le-Willows and provides care and support to people who live in the surrounding areas in their own homes.

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

## Our current overall judgement

**Complete Care Solutions (NW) Limited 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 15 March 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

People using the service told us:

"They have been alright, missed a call once and I told the carer the next time she came. It's never happened since",

"I didn't always know who was coming to see me and didn't always know the person",

"I've no trouble with any of the carers",

"They (carers) are smashing, no trouble at all",

"She is great, she is a lovely girl (named carer)",

"I have not been very happy with them to be honest. They said people were coming to do jobs and they didn't",

"Different people coming all the time, but just recently started to settle and improve",

"I phoned the office to complain and they listened, they have reintroduced some of the carers I used to have",

"Some of the carers are Ok; I never know who is coming. I have had 5 different carers in 5 days",

"My evening call is at 8-30 pm, sometimes only come after 9 pm",

"Seems to be running quite smoothly at present" and "I have one new lady who comes, she can't do enough for me. She is a lovely lady".

### What we found about the standards we reviewed and how well Complete Care Solutions (NW) Limited was meeting them

**Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

The service has suitable arrangements in place to maintain and promote the dignity, respect and privacy of people using the service.

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

People using the service are receiving the care and support they need.

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

People living in the service are protected by reasonable steps to identify the possibility of abuse and respond appropriately to any allegations.

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

The service has increased the amount of training and supervision in order to make sure that staff receive appropriate training and professional development.

**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 quality of the service is being monitored to ensure it is meeting peoples needs. Improvements needed have been identified and work is taking place to address them.

**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

We visited three people in their own homes. They all commented that they were treated with dignity and respect.

One person said, "I have one new lady who comes, she can't do enough for me. She is a lovely lady".

#### Other evidence

The people we visited told us they had been provided with information about Complete Care Solutions, helping them to choose the agency.

We were told by the manager that an assessment of a persons individual needs is carried out by a qualified member of staff. It is then decided if the person's needs can be met by the service. The information in the assessment is then used to form a care plan, which gives members of staff the guidance and information needed to meet a person's needs.

We checked peoples' initial assessments, which had been carried out by the agency. The assessments lacked necessary information, for example we found that some did not have information regarding: background history, full emergency details or ethnicity.

In discussion with the manager it was agreed that the present assessments lacked important detail. An assurance was given by the manager that reassessments would be completed within the next 2 weeks, with relevant and appropriate information included.

We were informed by the manager that they provide dignity and respect training, as part of their induction training for new staff. The training programme confirmed this.

We asked staff to tell us what they do to make sure people's privacy and dignity is respected. Some of the comments were, "I did a dementia awareness course which covered dignity and respect. It's about not ignoring a person, include in conversation and not to speak over them", "People should always be treated with dignity and respect, we are there to support them" and "Always ask permission to do something. Respect a person's privacy; keep the bathroom door closed when providing personal care and cover a person with a towel to promote their dignity".

Members of staff that we spoke with gave us appropriate answers including, respecting people's privacy by knocking on doors and requesting entry and by respecting people's individuality and lifestyle choices.

**Our judgement**

The service has suitable arrangements in place to maintain and promote the dignity, respect and privacy of people using the service.

## 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 using the service told us:

"My evening call is at 8-30 PM, sometimes only come after 9 PM" and "I have not been very happy with them to be honest. Although, things are beginning to run more smoothly now".

##### Other evidence

On our visit to the office of Complete Care Solutions we looked at the files of four people using the service. We found several files disorganised, with loose pages. We found one file containing another persons information. The manager immediately amended this. She informed us that they have just started to audit and update all files. We saw some new files, which had been changed from the older ones. The new files were of a better quality and more secure. In discussion with the manager, we were given an assurance that all files will be audited and updated to the same standard as the new ones. She said, "It will take another week or two". This will ensure that staff are properly informed with relevant and correct information.

As previously mentioned in outcome 1, the initial assessments for new people lacked specific and relevant information. We were given a guarantee by the manager that reassessments will be completed within the next 2 weeks. This will ensure that peoples' support and care needs will be clearly identified and decided if their needs can be met.

Of the four peoples personal files we looked at, all had a care plan in place. The care plans gave basic information on the support required. A discussion took place with the

manager around ensuring that care plans contain more detailed information around the specific tasks to be undertaken. This would ensure that staff have clear guidance around how they are to support people.

**Our judgement**

People using the service 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

We did not discuss this outcome with people using the service during our visit.

##### Other evidence

Records observed during our visit showed that the staff team have received training in the safeguarding of adults. The Manager said, "All staff have had safeguarding training with the local authority".

In discussion with members of staff it was clear that they had a good understanding of the issues of abuse and would know what to do if there was any suggestion or allegation of abuse. Some of the comments were: "Anything you think is wrong doing to a vulnerable person, you report it", "I am fully aware of safeguarding issues, if the manager is not available I would raise the alert myself" and "If I suspected anything, I would contact the safeguarding team at the local authority. I have made safeguarding referrals before".

The safeguarding protocol for alerting the local authority of a safeguarding issue was displayed in the office. The feedback received from members of staff and the evidence of safeguarding training, gives an assurance that the provider is committed to ensuring that the protection of vulnerable people is actively promoted.

##### Our judgement

People living in the service are protected by reasonable steps to identify the possibility of abuse and respond appropriately to any allegations.

## 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

Some of the comments from people using the service were:

"They (carers) are smashing, no trouble at all",

"She is great, she is a lovely girl (named carer)" and "Different people coming all the time, but just recently started to settle and improve".

##### Other evidence

On our visit to Complete Care Solutions we checked five staff files. Some of the files contained documents relating to their previous employment, which were no longer relevant or up to date. This was discussed with the Manager and an assurance was given that any documentation not related to Complete Care Solutions, would be removed and archived.

There was information available to show that staff training has increased in recent months and future relevant training is planned. The training provided includes: Moving and handling, safeguarding training, medication, dementia awareness, infection control and first aid.

Comments from some staff regarding training were: The training has been OK, I would like more. I would like to do a more in depth health and safety course", "Would like to have more frequent refresher courses" and "I did a manual handling refresher course yesterday, it was very good".

We looked at staff records to see if staff are being provided with regular supervisions. The records showed us that staff are now having supervisions every 2 months.

Until recently staff supervisions were infrequent.

Some comments from staff were: "Had a supervision about 2 weeks ago, think they are now going to be every 2 months", "I really enjoy and love what I do" and "It's the best move I have ever made, its great here".

We were informed that staff team meetings are now taking place on a more frequent basis. With the improved supervisions and team meetings, staff are able to contribute to decision making and are encouraged to share important information on the needs of the people they support and on the service in general.

**Our judgement**

The service has increased the amount of training and supervision in order to make sure that staff receive appropriate training and professional development.

## 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

We asked people about the service they were receiving, some of the comments were: "They have been alright, missed a call once and I told the carer the next time she came. It's never happened since" and "I phoned the office to complain and they listened, they have reintroduced some of the carers I used to have".

Some compliments that had been sent to the agency were: 'Thank you to you all, for all the help and support given to me during a most difficult time. I will definitely recommend Complete Care Solutions to everyone I know. Because you really do care', Thank you for looking after us, we could not have managed without your help and 'thank you for the care and support you have given to my mum over the last 12 months. It has been greatly appreciated'.

##### Other evidence

During our visit to peoples' homes we found that their views about the service were asked for and any complaints, concerns or compliments are recorded. We saw documented evidence, demonstrating that concerns had been dealt with appropriately.

On the 4th of December 2011 there was a problem with the agency being unable to provide a suitable service. It was only with considerable intervention from the Council by way of management and providing carers that people continued to receive a service. Information received from St Helens Council shows that they have carried out weekly monitoring visits to Complete Care Solutions since December 2011.

A new manager was appointed in February 2012 and an application to be the Registered Manager has been received by the Care Quality Commission.

Recent information received from St Helens Information and Outcome Unit (IOU) have found that improvements have been made and a spokesperson from the Council said, 'The electronic monitoring system has improved', 'we feel they are moving forward', 'they have made progress and people are not at risk'. The Council continues on a weekly basis, to monitor the quality of service provision.

Spot checks are carried out by senior carers to assess staff performance. These 'spot checks' are carried out approximately every 6 weeks. The senior carer would turn up unannounced at the client's home. The spot checks focus on the attitude of carers, on their knowledge and skills. The manager said, the seniors provide written records and give feedback, in order to influence the development of the individual member of staff. We saw documented evidence of spot checks taking place.

**Our judgement**

The quality of the service is being monitored to ensure it is meeting peoples needs. Improvements needed have been identified and work is taking place to address them.

# 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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