

Review of compliance

Elite Care Providers Limited Elite Care Providers	
Region:	North West
Location address:	6 Elswick Road Ashton-on-Ribble Preston Lancashire PR2 1NT
Type of service:	Domiciliary care service
Date of Publication:	July 2012
Overview of the service:	The agency Elite Care Providers is managed from well equipped offices located in the Ashton-on-Ribble area of Preston. Services are provided to support people to live independently in the community.

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

Our current overall judgement

Elite Care Providers was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 22 June 2012, carried out a visit on 25 June 2012, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People we visited in their homes who used the agency told us they received the service they wanted. They or their families had discussed the type of help they needed with the manager or client liaison officer from the agency. They said they were happy with the service they received. Their support workers were very good and provided the support they needed as agreed. One person told us about the level of support they received and said, "She's a lovely lass. She visits me most days. She cooks me meals, very nice ones".

People we visited told us they have the usual support workers. One person said, "There's two or three other girls that visit, they're all lovely lasses, very caring". Another person said, "I know her (Staff) she's very nice. She visits most days. I have a few of them, all nice girls. I can't remember all their names but know their faces. They help me get dressed. They make sure it's done in private. I have a bad memory and they help me make my meals and help me with my medication. The same girls visit everyday".

Relatives told us they had no problems with the staff that visited their family members. We were told that the agency asked relatives for information about their family members. This was transferred into their care plans so staff had information about how their family members wanted their care and support to be provided. One relative said, "Her bedroom wall is covered with information about her, how she likes things to be done and her care provided. That came from Elite. It's a person centred plan and they worked with us on that. As I'm older now I can't do as much so the information is there to guide staff". Another relative told us, "The agency asked us as a family to provide information about our mother and this is included in her care plan. The care plan is fine and we agreed with it".

People told us they felt safe in their home. They had arrangements in place for staff to gain entry and to keep their home secure when they left.

What we found about the standards we reviewed and how well Elite Care Providers 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 provider was meeting this standard.

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard.

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider was meeting this standard.

People were cared for by staff that were supported to deliver care and treatment safely and to an appropriate standard.

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

The provider was meeting this standard.

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We visited two people using the agency in their home. And spoke to two relatives of people who received a service from the agency. People using the agency said they were happy with the service they received. Their support workers were very good and provided the support they needed. They said they received regular visits from the same staff.

One person said, "There's two or three other girls that visit, they're all lovely lasses, very caring". Another person said, "I know her (Staff) she's very nice. She visits most days. I have a few of them, all nice girls. I can't remember all their names but know their faces. They help me get dressed. They make sure it's done in private. I have a bad memory and they help me make my meals and help me with my medication. The same girls visit everyday".

Other evidence

We saw the care and support plans of five people who used the agency. These were written to guide staff on how to support people when supporting them in their homes. Plans were detailed and included information about people's routines, choices and preferences so staff had information to provide individual care. Support and care plans were person centred in the way they described the support and care that people

needed.

We spoke to four support workers who worked for the agency. They told us that they received training that included how to treat people as part of their induction. Three of the four staff said one of the most positive things about working for the agency was that staff were not under pressure when working with people that used the agency and they had time to do their work. One staff member said, "You always have time to complete your work, that's another good thing about working for Elite; you're not expected to rush between clients". Another said, "There are lots of good things about working here, but one of the most is you get time to spend and work with clients. I'm doing a lunch visit and you get an hour to do this not trying to prepare to do two half hour lunch visits and rushing".

Our judgement

The provider was meeting this standard.

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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 visited said they were happy with the service they received. They said that they received consistent care from the agency.

Relatives told us they had no problems with the staff that visited their family members. We were told that the agency asked relatives for information about their family members. This was transferred into their care plans so staff had information about how their family members wanted their care and support to be provided. One relative said, "Her bedroom wall is covered with information about her, how she likes things to be done and her care provided. That came from Elite. It's a person centred plan and they worked with us on that. As I'm older now I can't do as much so the information is there to guide staff". Another relative told us, "The agency asked us as a family to provide information about our mother and this is included in her care plan. The care plan is fine and we agreed with it".

One of the relatives told us that staff from the agency were vigilant and knowledgeable about their family member's health needs and said, "They (Staff) keep an eye on her pressure areas and let me know if they're concerned. I pass this onto the district nurses. They are really good in that way".

Other evidence

We looked at three care and support plans in detail at the office and samples of two care and support plans kept in people's homes that we visited. We found care and support planning was based on activities required at specific times. For example

support to get washed and dressed, bathing, meal preparation and social care. The care and support plans we saw were person centred. This meant their care and support was provided according to their wishes, choices and respecting their need for safety. There was evidence that staff completed daily records demonstrating they were providing care and support.

Where people had identified health care needs this was recorded in their assessment and care and support plan.

We saw people's needs were regularly reviewed. Where people's needs had changed, they were supported to access other health and social professionals for additional support.

Risk assessments were completed. These identified potential risks to peoples well being and safety. For example, the need for two support workers required for particular tasks such as moving and handling people.

Our judgement

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People told us they felt safe in their home. They had arrangements in place for staff to gain entry and to keep their home secure when they left.

Other evidence

We found the agency had its own safeguarding adult's policy as well as the one from the local authority and other statutory services. These were available for staff reference. We saw that the manager and senior staff member had attended the local authority safeguarding adults' training for training staff. This was used to provide staff with training during and after their induction.

We spoke to six staff about the safeguarding adults' process and they were familiar with their responsibilities on how to report allegations or suspicions of abuse or neglect. Staff said that protecting people was discussed during supervision and in staff meetings. A staff member said, "They're hot on that. At the team meeting last week it was mentioned that confidentiality hadn't been kept. The manager's investigating it. We're all aware they're in trouble".

We looked at people's risk assessments relating to personal safety and environmental issues. We saw these were detailed and identified areas of risk to people and staff while supporting people with their care.

Our judgement

The provider was meeting this standard.

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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 told us that staff were kind, respectful and caring.

Other evidence

We looked at three staff records in relation to induction, training and supervision at the agency. We saw that there was a programme of induction based on national guidelines for adult social care. We spoke to two recently recruited staff members who told us they had a thorough induction programme based on national induction standards and were supervised and supported through their induction programme.

Staff said training was offered and provided and supervision was ongoing. A staff member said about the training, "Training is brilliant I have had lots. Any training I need to do I ask for it". Another staff member said, "I have enjoyed my work here and have been well supported. The manager is really good, listens and is supportive and approachable. The agency has been a great place to work for, a good company".

Our judgement

The provider was meeting this standard.

People were cared for by staff that were supported to deliver care and treatment safely and to an appropriate 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 received visits from the agency's senior staff that checked on their care and monitored staff practice. A relative said that their family member had regular reviews of their care completed by the agency's client liaison officer and their family member's care and support plan was revised if their needs changed.

Other evidence

Staff we spoke to said they could raise issues with the manager and provider. They were confident they would be listened to. They were opportunities at staff meetings, one to one meetings, supervision and appraisals to discuss personal development and any work issues they had.

The manager told us they carry out quality assurance monitoring of the service. The results of the latest surveys were not available but we were able to see previous surveys. The survey provided people using the agency to make comments about staff punctuality, lateness of visits, appearance of staff and staff competence as some examples. People were left quality assurance surveys to complete and provided with a stamped addressed envelope so people did not have to pay for their return. This meant the agency valued people's comments about the service they received.

People were visited in their home and spot checks on staff performance carried out. Staff were required to use the agency's telephone monitoring system to log in and out when visiting people in their homes. This provided the agency with evidence staff were meeting their commitments and attending to people when required.

Our judgement

The provider was meeting this standard.

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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Author	Care Quality Commission
Audience	The general public
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