

Review of compliance

Care Solutions UK Limited Care Solutions UK Limited	
Region:	South East
Location address:	Bank House 81 St Judes Road, Englefield Green Egham Surrey TW20 0DF
Type of service:	Domiciliary care service
Date of Publication:	August 2012
Overview of the service:	Care Solutions UK Ltd is a small employment agency located in Englefield Green, in north west Surrey. The agency introduces care workers to clients living in their own homes who require live-in care for short or long term placements. Care workers live with the client and provide general support including housework, assistance with social activities, and some personal

	care. Care workers are self employed and paid directly by their client, who pay the agency a monthly administration fee.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Care Solutions UK Limited 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 17 July 2012, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

This agency provides a variety of domestic services, but only those relating to the provision of personal care are registered with the Commission. At the time of our inspection there were two clients receiving a personal care service, one of whom was unable to be interviewed by telephone. The person who did agree to speak to us told us that she was very satisfied with the service and "It was all working very well."

We also spoke to the relatives of both clients who also told us they were very satisfied with the current service from Care Solutions UK Limited.

What we found about the standards we reviewed and how well Care Solutions UK Limited was meeting them

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

People who used this service were encouraged to express their views, were involved in making decisions, and had their privacy, dignity and independence respected. The provider was meeting this standard.

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

People's needs were assessed and their care and support was planned and delivered in line with their individual care plan. The provider was meeting this standard.

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

The service has arrangements in place to protect people from abuse and ensure their human rights are respected and upheld. The provider was meeting this standard.

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

People were cared for by staff who were trained for the roles they were asked to perform, and who were supported to acquire extra skills and qualifications that were relevant to their work. The provider was meeting this 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 had an effective system to regularly assess and monitor the quality of the service that people received. The provider was meeting this standard.

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 were told that staff treated people who used the service "Very well" and they were "Very good". We were also told that staff were "...thoughtful and proactive" in how they supported people.

Other evidence

We spoke to the registered manager and asked her to outline the arrangements for ensuring people who used the service were treated with dignity and respect. She told us that staff covered this as part of their induction, and the subject was also part of their ongoing training, for example in their dementia training, and equality and diversity training.

As staff were live-in care workers, the manager sent them training videos and DVDs from professional training companies, that they watched at their place of work. We saw a selection of these including 'Equality, Diversity and Human Rights' and several from the Alzheimer's Society on dementia awareness and caring for people with this condition.

The manager also showed us their policies and procedures and highlighted that these covered issues relating to privacy and dignity, such as the care worker's 'Code of

Practice', the 'Confidentiality Policy', and the 'Autonomy and Independence Policy.' We were told that staff were given copies of the relevant policies for their own folder.

When we looked at care plans, we noted that these described how people wished to be cared for, and they contained a good record of the choices people had been offered and had made.

We interviewed both the current staff members who were providing personal care. We did not speak to other staff who were currently working for the agency as they were not carrying out personal care duties.

The staff were interviewed by telephone and told us how they liaised with their clients, and with their client's relatives who were involved in arranging the care, to ensure care was delivered according to each person's needs. They both demonstrated a good knowledge of their client's needs, and described how they ensured that the person they supported had daily choices given to them, for example about their personal care, meals, and social activities. Staff encouraged their clients to be independent and to follow their chosen hobbies and activities.

One staff member told us that her client's communication skills had deteriorated over time, but she described how she interpreted some non verbal communications, and was therefore able to support her client to interact and make choices in her daily routines. As the care was carried out in people's own homes, we were told the care staff tried to fit in with each person's established routines; one care worker described the situation as being 'like a guest' in someone's home.

Our judgement

People who used this service were encouraged to express their views, were involved in making decisions, and had their privacy, dignity and independence respected. The provider was meeting this standard.

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 told us that staff liaised with the agency, the client, and their families to ensure the care arrangements were delivered according to the agreed care plan. One person told us the staff member knew their relative 'so well' and was therefore able to liaise with friends and relatives, and managed the social diary to ensure the client maintained their independence and social links. Care was described as "Very good."

Other evidence

We spoke to the registered manager who showed us the care plans for the two clients who were receiving a personal care service at the time of our inspection. Both showed that an initial assessment had been carried out, and this had been translated into an ongoing plan of care. The care plans had both been reviewed and updated in May this year, and the manager told us this was done every six months unless more frequent changes were required.

We noted the care plans contained a good overview of people's preferences and the manager showed examples of the weekly reports that she received by e-mail from each care worker to show how the care arrangements had gone during the previous week. This enabled her to monitor the support people received.

We were told that in addition to the care plan there was a much more detailed record in each person's home about their daily routines and preferences. This was used as a handover between staff, and detailed their needs in relation to their activities of daily living. The manager said this was particularly important for clients who had dementia or

a memory impairment, and ensured that staff who covered for holidays or sickness, were providing care in a consistent way.

We also noted that there were moving and handling risk assessments in place. The manager told us she is a manual handling trainer and she gave this training to her staff every year.

We saw medication records which were returned to the service on a monthly basis for monitoring by the manager. There was some discussion about the current medication arrangements and the manager said she would be doing some more work on improving this. For example asking the local pharmacist to provide a printed medication record, and ensuring staff signed this using their signature, rather than a tick, when they had given medication. She confirmed by e-mail that these actions had been completed within 48 hours of this inspection.

We spoke to staff who told us how they ensured care plans were followed and how their clients were involved in their own care planning. Both gave examples of the choices that people were given in relation to their personal care, for example choosing what they would like to wear, and how they would like to spend their day. The staff we spoke to were very knowledgeable about their client's individual preferences.

Our judgement

People's needs were assessed and their care and support was planned and delivered in line with their individual care plan. The provider was meeting this standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

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

Our findings

What people who use the service experienced and told us

When we spoke to relatives of the two current clients they told us they were pleased with the care that was being given, and confirmed that they felt their relative was safe in the hands of staff from this agency.

Other evidence

The agency places live-in care staff with people across the country, and therefore their policies needed to reflect that staff must follow the safeguarding procedures for the relevant area. During our inspection we confirmed this had happened.

The two current personal care clients live in Surrey and Berkshire, and the agency showed us copies of the relevant condensed written material that had been sent to staff to read about their local safeguarding adults' procedures. Staff had also been given the contact numbers for their local authority, and had seen videos/DVDs produced by the local authority on safeguarding adults, as well as a variety of leaflets.

Staff confirmed they had received this training material and were able to tell us how they would deal with a safeguarding adults matter. Both told us they would contact the agency manager in the first instance, but also had the local authority's contact details.

We contacted the two local authorities where this agency has clients to see if they had any concerns about this agency, and no concerns were raised.

Our judgement

The service has arrangements in place to protect people from abuse and ensure their human rights are respected and upheld. The provider was meeting this standard.

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

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

The people we spoke to confirmed that, as far as they could tell, staff were properly trained for the work they were being asked to do.

Other evidence

We spoke to the registered manager and asked her about arrangements for supporting staff. She outlined the care workers' initial induction and showed us the collection of training videos/DVDs that staff use on an ongoing basis to ensure their knowledge is up-dated. There were a number of these from the Alzheimer's Society, as the manager explained that some current clients had dementia type conditions. The manager had also assisted staff to identify specialist courses where needed.

The manager was a manual handling trainer and she told us she refreshed the staff training on this at six-monthly supervision visits. We were told that in addition to supervisions, there was also an annual appraisal, though the manager was reviewing how these were carried out as they were currently part of the six monthly supervision visits. We discussed the training record-keeping, and the manager confirmed she would be reviewing how training records were kept to ensure an easily accessible training matrix would be available, identifying which staff had completed which training courses, and when refresher training was due.

The manager said she spoke with each staff member at the start of each week, and received from them a report on the care arrangements during the previous week. She said staff knew that they could contact her between these calls if necessary.

When we spoke to staff they both said they felt sufficiently well trained for the work they were being asked to do. They were able to list the training they had had, and one person complimented the manager saying "She has trained us well." Another told us the manager is ".....very good with the clients, and always there for support."

Our judgement

People were cared for by staff who were trained for the roles they were asked to perform, and who were supported to acquire extra skills and qualifications that were relevant to their work. The provider was meeting this 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

The people we spoke to were very satisfied with the quality of the care received from this agency. One described it as "Excellent" and another as "Very good." One person told us that they were also very pleased with the temporary carer provided by the agency when their regular carer was on holiday. They said the care workers overlapped for a few days, to provide a 'proper handover.'

Other evidence

The registered manager outlined the quality assurance arrangements, including relevant policies and procedures, and she said she ensured that these were reviewed on an annual basis. The policies we saw had all been reviewed in May 2012, showing that staff were using relevant and up-to-date guidance. The manager had also attended a course on how to ensure the agency was compliant with the relevant CQC Regulations.

The current monitoring system included client surveys, completed after every main or temporary care worker leaves, and six monthly (or more frequent) visits to client's homes by the manager. The manager received a weekly e-mailed up-date from each care worker, and she telephoned clients on at least a fortnightly basis. The manager said she spoke to staff at least once per week, and she carried out spot checks every six to eight weeks. We sampled some of these records and noted that the manager had a good system in place to monitor the quality of the service received by the agency's clients. Feedback on the surveys showed current clients were 'Extremely Satisfied' on the majority of outcomes, with the care received, and the manager said they have

received no complaints from either clients or their families.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of the service that people received. The provider was meeting this standard.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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