Anchor Support Services Ltd
Anchor Domiciliary Care

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<th>Region:</th>
<th>South East</th>
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<td>Location address:</td>
<td>126 High Street Strood Rochester Kent ME2 4TR</td>
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<td>Type of service:</td>
<td>Domiciliary care service</td>
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<tr>
<td>Date of Publication:</td>
<td>November 2011</td>
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**Overview of the service:**

Anchor Domiciliary Services is a part of a larger organisation that provides services to adults with a learning disability. The domiciliary department of this organisation supports people with a learning disability to live in the community and remain as independent as possible.

The service is offered within the
Rochester area and the main offices are situated close to Rochester High Street and are accessible by public transport. There are public car parks close by.
Summary of our findings
for the essential standards of quality and safety

Our current overall judgement

Anchor Domiciliary Care 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, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us that someone from the agency had visited them before the service commenced. They said they were treated with dignity and their privacy was respected by staff. People told us that they had the help that they needed. People said that the staff were very kind and helpful. One person said 'staff at Anchor are brilliant'.

What we found about the standards we reviewed and how well Anchor Domiciliary Care was meeting them

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

People who used services experienced effective appropriate care, treatment and support that met their needs and protected their rights.

Overall, we found that Anchor Domiciliary Care was meeting this essential standard.

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

There were suitable arrangements in place to make sure people were protected from abuse.

Overall, we found that Anchor Domiciliary Care was meeting this essential standard.

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

People who use services received care from competent trained staff that were properly supported to provide care and treatment to people who use services.

Overall, we found that Anchor Domiciliary Care was meeting this essential 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

We found that there were procedures in place to monitor the quality of the service so people received safe, quality care.

Overall, we found that Anchor Domiciliary Care was meeting this essential standard.

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

People's personal records were individual and held securely.

Overall, we found that Anchor Domiciliary Care was meeting this essential 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.

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 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

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<td>The provider is compliant with Outcome 04: Care and welfare of people who use services</td>
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<th>Our findings</th>
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| **What people who use the service experienced and told us**
People said that they had the help they needed. Surveys completed by people who use services or their relatives had comments for example 'you are good at listening to tenants if they have a problem', 'you are good at supporting tenants through bad times and when tenants are feeling low' and 'providing lots of activity for them to do and making sure they are clean and tidy'.

**Other evidence**
The agency provided little personal care, as their main role is to support people with their independence. We looked at three support plans. We saw that the support plans were detailed and included information about for example health, finances, daily living skills, leisure, training and employment, family and friends, social behaviour and religion. The name by which people wished to be known was noted in their individual record. The support plans showed that peoples' views were discussed in relation to their preferences for all aspects of daily living, and was individual to the person, detailing their daily routines.

We found that the support plans had been discussed with them and/or their relatives and that people who use services had agreed to the support they received. There was information about peoples past medical history and the medicines they were taking. We saw records that the agency monitors people's health care needs and supported people to attend appointments with health care professionals when required. One support plan in relation to health stated 'I can let people know when I am unwell and I can make and attend some health appointments independently'.
The support plans contained information in relation to potential risk for example travelling and being home alone. There was evidence that the care plans had been reviewed. Staff spoken with confirmed that there was a support plan at the home of each person they visited and that they wrote in the daily records at every visit.

**Our judgement**
People who used services experienced effective appropriate care, treatment and support that met their needs and protected their rights.

Overall, we found that Anchor Domiciliary Care was meeting this essential 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

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<td>The provider is compliant with Outcome 07: Safeguarding people who use services from abuse</td>
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| **What people who use the service experienced and told us**
People said that they felt safe. People said that the staff were very kind and helpful and acted in their best interests. People said that they knew who to go to if they had any concerns. They said they would speak to the staff or the manager if they had any concerns. |

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<td>Staff spoken with were aware of the agency's policies and procedures to safeguard people from harm and abuse. Information was seen about how people could report concerns to the provider or other agencies. Staff said who they would go to if they had any concerns, and knew the procedures to be followed if they suspected abuse.</td>
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Staff spoken with said they had received Safeguarding of Vulnerable Adults training and Mental Capacity Act training. The trainer for the agency confirmed that all staff undertook regular updates of mandatory training including Safeguarding of Vulnerable Adults, Mental Capacity Act and Deprivation of Liberty. This showed that the staff had the knowledge and the skills to protect people from abuse and understand how and why decisions are made in best interests. |

The recruitment procedure ensured that the staff had been thoroughly checked before employment, thereby ensuring they are safe to provide the service. Staff confirmed that references and Criminal Record Bureau (CRB) and Independent Safeguarding Authority (ISA) checks had been carried out by the Agency before they commenced employment. |
The agency had procedures in place to carry out spot checks at regular intervals, and management took prompt and appropriate action when needed to ensure the safety of the people who used services.

**Our judgement**
There were suitable arrangements in place to make sure people were protected from abuse.

Overall, we found that Anchor Domiciliary Care was meeting this essential standard.
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
We did not receive information from people using the service about this outcome. We spoke with four care staff and they confirmed that the agency supported its staff. Staff told us that they had undertaken training over recent months. They also told us that they received regular supervision.

Other evidence
We spoke with the person responsible for staff training who confirmed that the care staff were suitably trained and that their mandatory training was regularly updated. Some specialised training to meet individual needs had also been provided for example Challenging Behaviour and Epilepsy. Training records seen showed that there is a programme of training in place, for example 29 of the 46 staff had undertaken Mental Capacity Act training and 45 of the 46 staff had undertaken training in relation to medicines. Written information was also provided that showed the training plan for the months ahead. Staff spoken with said that they had undertaken training provided by the Agency.

There was a detailed induction process based on a workbook, and new members of staff receive intensive training the first week and work with a more experienced member of staff for the second week.

The staff said they received regularly supervision sessions, and one of the team leaders confirmed that they carried out supervision with staff.

Our judgement
People who use services received care from competent trained staff that were properly supported to provide care and treatment to people who use services.

Overall, we found that Anchor Domiciliary Care was meeting this essential 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 they were happy with the service they received. Completed surveys contained comments for example 'you have been good at ensuring independence and not over supporting', 'I am happy' and 'clients are well taken care of, good monitoring system using diary'.

Other evidence
The registered manager provided us with information about the service before our visit that we had asked for. This gave examples and evidence of information to support compliance on assessing and monitoring the quality of the service.

The quality of the service provided was checked regularly in a number of ways for example simplified surveys for people using the service. The information collected about the quality of the service was mainly positive and the registered manager said that action had been taken to follow up any negative comments.

There was a record of complaints. People spoken with said that they had no complaints. The service monitors accidents and seeks advice from the Health and Safety Executive as needed. Service audits that monitor service delivery were undertaken bi monthly. People who use services had regular reviews that discussed all aspects of their support.

Our judgement
We found that there were procedures in place to monitor the quality of the service so
people received safe, quality care.

Overall, we found that Anchor Domiciliary Care was meeting this essential standard.
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
The provider is compliant with Outcome 21: Records

Our findings

What people who use the service experienced and told us
People did not comment directly to us about the records that are held in the service in which reference to them might have been made. We saw that records were individual and held securely.

Other evidence
We saw a variety of records. They were neat, legible and fit for purpose. When not in use they were stored securely so that information was kept safe. Records requested as part of the visit were produced. These records were comprehensive and up to date. There was a confidentiality policy in place for sharing information with other agencies. Staff knew about the importance of keeping confidential information private.

Our judgement
People's personal records were individual and held securely.

Overall, we found that Anchor Domiciliary Care was meeting this essential 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.

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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<td>Author</td>
<td>Care Quality Commission</td>
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