

# Review of compliance

## Total Community Care Limited Total Community Care

<b>Region:</b>	East Midlands
<b>Location address:</b>	30 The Point Market Harborough Leicestershire LE16 7QU
<b>Type of service:</b>	Domiciliary care service
<b>Date of Publication:</b>	July 2012
<b>Overview of the service:</b>	Total Community care provides specialist care services for people with spinal cord injuries and other neurological conditions in their own homes. The service is registered to provide the following regulated activities: diagnostic and screening procedures; personal care and treatment of disease, disorder and injury.

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

## Our current overall judgement

**Total Community Care 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 27 June 2012 and reviewed information from stakeholders.

### What people told us

We reviewed a recent survey of people who used the service and spoke to three relatives of people who used the service. Comments that people who used the service had made included:

`Satisfied with everything you are doing. Carry on doing what you are doing.'

`Staff are well trained.'

`Staff respect my wishes and opinions.'

`Total Community Care exceed all of my care package expectations.'

One relative told us, "I'm satisfied. The carers are very good. The same team of six carers support my son. I regularly check with my son whether he is satisfied and he tells me he is. I know I can raise concerns with one of directors, he is very accommodating.'

Another relative told us, "The service is excellent. We have the same team of carers which works very well. We had a lot of say about who could be in the care team. We feel very much involved and feel we are part of the team. The carers are very respectful towards our son."

A third relative we spoke to told us, "I've been fully involved from start to finish. Mine is a very happy story. We've had the same team of carers for four years; that continuity of care has been very important to us."

## **What we found about the standards we reviewed and how well Total Community Care 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's privacy, dignity and independence had been respected, and people's views and experiences had been 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**

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**

People who used 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**

People had been cared for by staff who 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 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 reviewed a recent survey of people who had used the service. Eight out of 35 people had completed the survey. All of them had responded positively to questions about their experience. One person commented, 'Staff respect my wishes and opinions.'

One relative told us that they had been involved in decisions about the care package that was in place for his son. Another relative told us that they were, "Very much involved and we feel part of the team."

##### Other evidence

We looked at four care plans of people who used the service. Care plans were person centred. It was evident that people and their representatives had been involved in the development and subsequent reviews of care plans. We saw evidence that senior staff had made regular visits to people to discuss aspects of their care needs and that this meant that people who used the service had remained involved in decisions about their care.

People who used the service had access to their care plans which included comprehensive details about how carers would support them. Care plans included

information for carers about how they respect people's privacy and dignity. The service had promoted dignity in care to its staff through training, supervision and newsletters.

We found that people who use the service understood the care and treatment choices available to them; had expressed their views and were involved in making decisions about their care and treatment; and had been supported in promoting their independence and community involvement.

**Our judgement**

People's privacy, dignity and independence had been respected, and people's views and experiences had been 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 who used the service had made positive comments in a survey about the quality of care they had experienced. All respondents indicated that they would recommend the service to another person.

One relative told us that they were "very satisfied" with the quality of care provided; another relative described the care as "excellent"; and another relative told us that he believed that the provider was, "motivated by client's welfare."

##### Other evidence

The service provides care for 35 people with spinal cord injuries and complex neurological conditions. Each person's needs had been assessed with the involvement of people who were qualified specialists in the field of spinal cord and brain injuries. People who used the service had been supported by teams of up to ten carers who had received appropriate training.

Care plans were detailed and included comprehensive details for carers about the routines they were required to carry out. Carers had maintained daily records of their care routines and activities. Those records had been regularly reviewed by senior staff as part of a process for ensuring that people had been appropriately supported.

We found that people's needs had been assessed and care and treatment had been planned and delivered in line with their individual care plan.

**Our judgement**

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 who used the service had made positive comments in a survey about the quality of care they had experienced in a survey. One person commented, 'Staff respect my wishes and opinions.' A relative told us that carers "were very respectful" towards their son.

##### Other evidence

People who used the service had been involved on choosing carers for their care team. All care staff had undergone a rigorous recruitment process and an induction into the service and a further induction with the person that they supported.

All carers had received training in the safeguarding and protection of vulnerable adults. The service had clear policies about how people who used the service should be supported. Care plans included comprehensive instructions about how carers should support people in a wide range of situations. We saw from carers records and reports that carers had supported people appropriately.

We saw that all reported incidents had been promptly investigated and that there had been learning from incidents.

##### Our judgement

People who used 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 who used the service and their relatives had made complimentary comments about care staff. Carers had been described as being "respectful" and "well trained."

##### Other evidence

An annual survey of staff resulted in 29 responses which included many positive comments from staff about the quality of support and training they had experienced as well as their overall view of the service. Carers said that the service cared about them and had equipped them, through training, to be able to support the people who used the service.

All care staff had undergone a comprehensive four day induction into the service. Staff had been supported through regular supervision and a performance appraisal process that included developmental opportunities. Some staff had taken specialised study and learning.

##### Our judgement

People had been cared for by staff who 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

All care plans included a 'service user guide' that included details about how a person who used the service could raise a concern or make a complaint. One relative of a person who used the service told us, "I know that I can raise concerns with the one of the directors." Another relative told us, "If we have any issues we know they will be dealt with quickly."

##### Other evidence

The service's processes for assessing and monitoring the quality of service provision had been aligned to the Care Quality Commission's Essential standards of quality and safety.

Assessment and monitoring processes included separate annual surveys of people who used the service and staff; an incident and accident reporting system; a staff performance and appraisal process and assessments by external bodies. The service's governance and organisational structure meant that strategic decisions based on assessments of performance had been made at senior level and then implemented through action plans that were regularly reviewed. There was evidence that learning from incidents had taken place and appropriate changes had been implemented.

##### Our judgement

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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