

Review of compliance

Active Support Service Limited Alex House	
Region:	East Midlands
Location address:	7 Alexandra Street Kettering Northamptonshire NN16 0SX
Type of service:	Domiciliary care service Supported living service
Date of Publication:	August 2012
Overview of the service:	Active Support Service is a domiciliary care service based in Kettering. It provides personal care and support to about 90 people living in their own homes in Northamptonshire. People can access the services through a referral from the local authority or by going directly to the agency.

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

Our current overall judgement

Alex House 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 11 July 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with four people about the service they received. They were happy with their support. All told us that they were given a rota each month so they knew the times staff were visiting. All told us that staff were polite and treated them with respect. All four people told us they knew the staff who visited them and were introduced to new staff before they provided care to them. One person told us that they would "definitely recommend Active Support" to others.

What we found about the standards we reviewed and how well Alex House 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 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

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 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

People were 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 spoke with four people about the service they received. They were happy with their support. All told us that they were given a rota each month so they knew the times staff were visiting. Three of the people told us that the staff were always on time and they were informed of any changes to their rota. One person told us that staff were occasionally late. All told us that staff were polite and treated them with respect.

All four people told us they knew the staff who visited them and were introduced to new staff before they provided care to them. People told us they had choice of which staff visited them and managers from Active Support would phone to make sure they were happy with the staff. One person told us that they had been involved in interviewing new staff.

Other evidence

People expressed their views and were involved in making decisions about their care and treatment. We saw people were able to complete satisfaction surveys and take part in a 'customer forum' where they could discuss the service.

People who use the service were given appropriate information and support regarding their care or treatment. We saw people had access to documents that detail the service

provided by Active Support such as the statement of purpose and various leaflets. We saw that there was a notice board in the office with details of advocacy and other useful information. We saw that information such as the provider's complaints procedure included symbols and pictures to make it easier for people to read.

Each person who uses the service had a file containing their care plans and other information staff needed to care for and support them. We looked at six care plans and saw they contained information about people's individual needs, preferences and routines.

Our judgement

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

We spoke with four people about the service they received. All were happy with their support. One person told us that they would "definitely recommend Active Support" to others. All four people told us that staff knew their individual needs and the support and care they required.

Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. Each person receiving a service had a file containing their care plans and assessments. We looked at a selection of these and saw that care records contained information about people's needs and preferences. For example, we saw detailed morning and evening routines and guidance on how people with limited speech communicated their needs. We saw that care records and assessments were reviewed regularly to make sure that the information was accurate and up to date.

Within the care plan files that we looked at, we saw records showing that risks to individuals had been assessed and steps taken to reduce these risks.

We spoke with three members of staff. All had a good knowledge of people's care needs and spoke positively about the care and support people receive.

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

We spoke to people using the services but their feedback did not relate to this standard.

Other evidence

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.

We saw that there was a policy for safeguarding adults. The manager told us that staff received safeguarding training as part of a planned training programme. We spoke with three members of staff about safeguarding. They were able to tell us about the safeguarding policy and explain how to protect people from the risk of abuse. Staff told us that they were given information about preventing abuse such as how to support people with to manage their finances safely.

Our judgement

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 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

We spoke with four people who received a service from Active Support. All were happy with the support they received from staff. One person told us the staff were "very good" and "helpful".

Other evidence

We spoke with three staff. All spoke highly of the support they received and were positive about the work they did. One staff member said that Active Support had the "best bosses" because "everyone listens to everyone else". Another staff member told us they were "definitely given enough support", explaining that staff training and development is encouraged.

We looked at staff files. We saw that staff attended an induction programme when they started working for Active Support followed by an ongoing programme of training. We saw that staff received supervision with the manager or a senior staff member and were given feedback on their work.

We saw the provider had a lone working policy which detailed how staff working on their own were supported to be safe. Staff told us that they were able to contact managers or senior staff in the evenings and at weekends if they needed to.

Our judgement

People were 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

We spoke with four people about the service they received. All were happy with their support. One person explained that a senior staff member phoned them each month to check if they were happy with their support.

Other evidence

People who use the service, their representatives and staff were asked for their views about their care and treatment through satisfaction surveys. We saw pictures and symbols had been used to make the surveys easier for people to read and understand. We looked at the results of the surveys which were positive.

We saw that there were systems in place to monitor care records and risk assessments. We saw records of file audits and the manager explained that senior staff contact people who use the service each month to make sure that they are happy with the service and to check if there has been any change in their support needs.

We saw that senior staff gave weekly updates to the manager on the staff and people using the service that they were responsible for.

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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Author	Care Quality Commission
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