

Review of compliance

Sunshine Care Ltd Plymouth
Sunshine Care Central Offices

Region:	South West
Location address:	Units 116 – 120 City Business Park Somerset Place Stoke Plymouth Devon PL3 4BB
Type of service:	Domiciliary care services including those provided for Children
Publication date:	September 2011
Overview of the service:	The service provides care to people in their own homes and is registered to provide personal care and Treatment of disease, disorder or injury.

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

What we found overall

We found that Sunshine Care was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 to the offices on 28 and 30 June 2011, talked with people who use services, staff, and with other professionals, checked the provider's records, and looked at records of people who use services.

What people told us

We spoke with people who receive the service in their own homes and on the telephone.

People who receive support told us they are happy with the service. One person told us that Sunshine Care was a 'lovely outfit' and that staff were 'always happy to do anything'.

People told us that staff respected their privacy and dignity at all times.

People spoken to said that they had a copy of their care plan and felt that these plans were followed by the care staff. We spoke with the relative of one person who receives a complex package of care and they told us that 'Sunshine Care DCA (Domiciliary Care Agency) cannot be faulted'.

People told us that they were happy with the care they receive and we saw completed questionnaires that also indicated that people were happy with the care they receive. People that we spoke with were full of praise for staff and those interactions that we observed were based on mutual respect mixed with good humour. People told us the staff regularly checked that the service they were providing on a daily basis was up to standard and that they were regularly asked for their opinions.

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

Outcome 1: 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 use this service are able to make decisions about their life, whilst having their rights and views respected.

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

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

People can be confident that their privacy and dignity will be respected and health needs will be met by well trained and competent staff.

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

Outcome 7: People should be protected from abuse and staff should respect their human rights

Procedures are in place to ensure abuse is prevented, recognised, reported and managed appropriately.

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

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People have their care needs met by a stable group of competent, well trained staff who have been recruited using robust procedures.

Overall, we found that Sunshine 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

The provider appropriately monitors the service and regularly seeks the views of people in order to further improve the quality of care provided.

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

Action we have asked the service to take

We have not asked the service to take any action.

Other information

Please see previous review reports for more information.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
We spoke with people who receive the service in their own homes and on the telephone.

People who receive support and personal care in their own home say they are happy with the service. One person told us that Sunshine Care was a 'lovely outfit' and that staff were 'always happy to do anything'.

Referrals for the service are usually directly from social services & the learning disabilities community teams. However, people can also purchase care directly themselves.

The provider told us that when a referral is made initially they assess the information to ensure they can meet the person's needs. A full assessment is completed at the first visit and the individual's care plan is drawn up at this time.

People told us that staff respected their privacy and dignity at all times. People also told us that they always knew which staff were going to be visiting them (usually the same people unless they were sick or on leave) and letting them know if staff were running late. People told us that the care staff came at approximately the time they expected and stayed for the full length of time they were contracted to be there. Some people were concerned that staff were late because they were not allotted travel time between clients. However, the provider told us that they were aware of this problem and had started paying staff for ten minutes travel time between visits.

The provider has given us an updated Statement of Purpose for the service and told us that this has been given to the people that use the service. This provides people with information about what they could expect from the service.

People keep their own care plans in a folder in their home. Everyone we spoke with was aware of their care plan and what care they should receive from staff. We spoke with the relative of one person who receives a complex package of care and they told us that 'Sunshine Care DCA (Domiciliary Care Agency) cannot be faulted'.

Records in people's homes showed that staff complete a daily log sheet describing the tasks they had completed during the visit. A 'yellow' section is used to highlight where any changes/concerns have been identified.

Other evidence

No other evidence was needed to make a judgement on this essential standard

Our judgement

People who use this service are able to make decisions about their life, whilst having their rights and views respected.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
We spoke with people who receive the service in their own homes and on the telephone.

Each person using the service had a plan of care and the plans detailed the number of visits and time of day that visits had been agreed. The purpose of this plan is to identify the individual's needs and how they will be met by the staff providing the support. A sample of these plans were looked at during the visit to the agency offices and also during visits to people's homes. The plans contained details of personal care support needed, any nutritional needs, medication management, any infection control issues, moving and handling directions and general comfort and welfare issues. The plans also contained detailed risk assessments that had been completed about the person and their home environment.

Care staff told us that they found the plans useful in telling them how people were to be supported and of any changes that may have been identified. Any changes are also logged by the office and incorporated into the care plan.

People spoken to said that they had a copy of their care plan and felt that these plans were followed by the care staff.

We spoke with a member of the Continuing Health Care team who told us that they used Sunshine Care quite a lot to provide very complex care packages and that they were very happy with the care provided.

The service works hard to ensure medication is managed in a correct and safe manner. There is a medication policy for staff to refer to and all staff receive regular updated training in the safe administration of medication.

People told us that they were happy with the care they receive and we saw completed questionnaires that also indicated that people were happy with the care they receive. Most people told us that if they had any concerns they raised them with the staff or provider and they were dealt with appropriately. However, we spoke with one person who was unhappy with the way the provider dealt with their concerns. The provider is now looking at these concerns again and has assured us they will be sending their findings to the individual.

Other evidence

No other evidence was needed to make a judgement on this essential standard.

Our judgement

People can be confident that their privacy and dignity will be respected and health needs will be met by well trained and competent staff.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
We spoke with people who receive the service in their own homes and on the telephone.

We were told that the safeguarding adults process starts at the point of staff recruitment when staff have a Criminal Record Bureau police check to ensure they are suitable to work with vulnerable people. Checks are also made to show that staff are fully qualified to carry out the care service.

The provider told us 'All employees are required to attend an extensive induction programme before they commence their employment. Part of this induction programme looks at the safeguarding and protection of both staff and service users'. Staff told us that they had either received training in this area or were awaiting training. All staff were able to describe different types of abuse and were clear about who any suspicions should be reported to.

The Provider is aware of their duty to report poor practice through the local safeguarding process and if necessary through the Independent Safeguarding Authority (ISA).

The provider told us 'Sunshine Care has a risk taking policy which highlights the importance of balancing service users' choices and rights with our responsibilities to protect them.'

We spoke with a member of the Continuing Health Care team who told us that they had recently identified that staff had not received training in Safeguarding children. This was because Sunshine Care was not contracted to provide care to children. However, staff were now being supplied to an individual who had children in their household and because of this staff were being provided with the appropriate training.

Other evidence

No other evidence was needed to make a judgement on this essential standard

Our judgement

Procedures are in place to ensure abuse is prevented, recognised, reported and managed appropriately.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with outcome 13: Staffing

Our findings

What people who use the service experienced and told us
We spoke with people who receive the service in their own homes and on the telephone.

A sample of staff files were looked at in detail and these included the records of some staff who had most recently been employed by the agency. All prospective employees complete an application form and occupational health screen and attend an interview. If a position is offered, two references are requested, an enhanced CRB (Criminal Records Bureau) check and an ISA (Independent Safeguarding Authority) check are obtained prior to commencing any duties. If a CRB is returned with positive remarks, a risk assessment is undertaken and the decision to employ is based on evidence and potential risk to service users, staff and the wider community.

The agency has clear policies and procedures in place for all disciplinary matters including suspicions of abuse which are fully implemented where necessary.

All staff receive a full induction before going out to work with people, and there is also a 'shadowing' period where new staff work with more experienced staff. This period lasts until new staff feel confident to work on their own.

Staff told us, and records confirmed that they receive regular updated training. They told us they had received training in Dementia Awareness, care planning, health and safety and first aid. They also told us that the training is offered in a variety of formats including DVDs, face to face and e-learning.

Staff are organised into three teams each with a co-ordinator. The teams are based around where staff live, so that they do not have to travel too far to the homes of the individuals they support. The co-ordinator supervises and supports staff and deals with any concerns that may arise.

People that we spoke with were full of praise for staff and those interactions that we observed were based on mutual respect mixed with good humour.

Staff told us that they feel they have enough time to complete any care tasks that are required and that they do not feel rushed. They told us that if they found they needed extra time because the person's needs had increased, they would inform the office who would get the person reassessed.

All staff told us that the thing they liked best about working for the agency was 'the clients'. One staff member told us 'it's like having an extended family'. Staff also told us that they felt well supported by the office staff and that if they ever had a problem they just needed to phone the office.

Other evidence

No other evidence was needed to make a judgement on this essential standard.

Our judgement

People have their care needs met by a stable group of competent, well trained staff who have been recruited using robust procedures.

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 people who receive the service in their own homes and on the telephone.

The Registered provider and the staff team work hard to ensure that people who use the service and staff feel well informed and supported.

The service employs administrative staff to support the care staff and has a modern computing system in place to meet the changing needs of the organisation.

The agency has a comprehensive set of policies and procedures, and all aspects of the running and management of the business is set out in these documents. This information is available to staff and is regularly reviewed and updated.

A member of staff has recently been appointed to look at all aspects of management processes. They have initially looked at training and development and made some recommendations as to how training can be more effective. They will next be looking at recruitment.

The service has a quality assurance system in place that obtains feedback from people who use the service and their representatives. This information is collected through home visits and satisfaction questionnaires. People who we visited or spoke with on the telephone confirmed that they have been consulted over the quality of the care provided. The agency collates all the information they receive and a report is made available to people who use the service, their representatives, and other stakeholders on request. This process also enables the agency to identify any shortfalls in the provision of services and address these issues so that the quality of people's care is improved.

People told us the staff regularly checked that the service they were providing on a daily basis was up to standard and that they were regularly asked for their opinions. People told us generally, that any concerns they raised were dealt with appropriately. The provider told us that as part of the supervision process 'spot checks' were undertaken to ensure staff were meeting people's needs.

The providers told us that people are encouraged to report any concerns or give any suggestions about the way they can improve services.

Other evidence

No other evidence was needed to make a judgement on this essential standard.

Our judgement

The provider appropriately monitors the service and regularly seeks the views of people in order to further improve the quality of care provided.

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

Document purpose	Review of compliance report
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