

Review of compliance

Miss Louise Kemp Advanced Care	
Region:	West Midlands
Location address:	11 & 13 Queen Victoria Road Coventry West Midlands CV1 3JS
Type of service:	Domiciliary care service
Date of Publication:	June 2011
Overview of the service:	Advanced Care is a domiciliary care service that provides personal care to people living in their own homes.

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

Our current overall judgement

Advanced 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, checked the provider's records, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People who use the service told us the agency carried out an assessment before the service started and that they have a copy of the care and support plan in their home. People said they had regular care workers who understood what they had to do. One person said "All the carers are good, but the morning carers are brilliant, they know mum really well, they can identify any changes in health and let me know if they are concerned about anything". "They always talk to her respectfully and always make sure she is comfortable". Another person said, "My carers are all nice, they do not rush me, they stay long enough to do everything they have to and always make sure I'm ok before they leave".

People we visited told us that carers didn't assist them to take medication, but they did put cream on their legs. Staff told us that they complete medication training and are assessed as competent before they can assist people with their prescribed medication.

People who use the service said staff were always polite and treated them with respect. Staff told us they knew what to do to keep people safe and would have no hesitation reporting poor practice to the senior staff and managers. People we spoke to said they would contact the office if they were concerned about anything but had never had cause to do this.

A recent survey completed by the agency in January 2011 show people were generally very happy with the care they receive, Comments included,

'I am happy with all my support workers there is nothing I would improve'

'I get along with most of my support workers'.

'I am happy with all my carers'.

'The agency provides excellent care'.

'My support workers are wonderful'.

There were a few surveys that identified rushed calls, the manager had looked into this

and found this applied to calls made in one area of the city. Spot checks and discussions with clients and staff had taken place to address this.

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

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

The assessment and care support is centred on people who use the agency and people's privacy and dignity is respected.

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

People who use service are protected from abuse because Advanced Care have procedures in place to make sure people remain safe and well.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

Advanced Care has a safe procedure for assisting people with medication. This should make sure people who use the service receive medication as prescribed and in a safe way.

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

There are sufficient numbers of staff employed by the agency to meet the needs of the service.

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 assessment and monitoring systems in place make sure people who use Advanced Care receive a safe, quality service.

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

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 use the service told us the agency carried out an assessment before the service started and that they have a copy of the care and support plan in their home. People told us they had regular care workers who understood what they had to do. One person said "All the carers are good, but the morning carers are brilliant, they know mum really well, they can identify any changes in health and let me know if they are concerned about anything". "They always talk to her respectfully and always make sure she is comfortable". Another person said, "My carers are all nice, they do not rush me, they stay long enough to do everything they have to and always make sure I'm ok before they leave".

Other evidence

The provider told us, 'The manager or one of Advanced Care's senior support workers meets all service users before or at the point of service starting. Risk assessments are completed ensuring the service is delivered with minimum risk for the service user and support staff. The risk assessments enable service users to make informed choices and be aware of the risk involved with their decisions. A Service Plan is produced with the input from the service user as to how they want their support delivered. Thorough risk assessments enable the agency to identify the need for involvement of other agencies such as occupational therapist, district nurses etc, it may also be established that the assistance of an advocacy service may be required. The Service Plan reflects the diversity and level of support required and is influenced by the choices made by the service user and with input from family members and advocates. Advanced Care attends and request reviews from service arranged by Coventry Social Services.

Advanced Care is able to amend the service to incorporate any changes identified at the review. Advanced Care completes annual Quality Assurance to obtain information on how service users view our performance and ensure any changes to the service provided, where possible, are carried out. All Advanced Care's service users are made aware of the aims of their support package and goals are identified at our initial meeting with a service user. All service users are informed on the procedure for making a complaint, a copy of Advanced Care's complaints policy is included in all service user packs'.

During our visit we pathway tracked the care and support needs of two people who use the service. Pathway tracking enables us to look in detail at a sample of people and to find out their experiences of using the agency. Both people had care plans completed, plans contained details of their support needs including moving and handling assessments. One person had dementia and was unable to mobilise without assistance. The two carers were required to provide the care support because the client used a hoist to transfer in and out of bed. A moving and handling assessment was in place and this had been reviewed and updated as the clients' needs changed. Records showed that care staff had completed moving and handling training which included how to use a hoist. At the time of our visit this person was being looked after in bed. There were clear instructions in the support plan about pressure area care, and the person had a special bed and mattress to help prevent pressure areas developing. Staff we talked to were aware what changes in skin conditions would give cause for concern, and said they would communicate any concerns to the district nurses who visit regularly. Bed rails had recently been supplied by the district nurse. Although there was reference to this in the care plan no risk assessment had been completed for the safe use of bed rails, this is discussed in outcome 7. This persons' relative told us she has consistent carers who know her mother very well. Records show that carers arrive around the same time each day and stay the full allocated time. The relative told us that two carers always turn up. However one carer is signing both staff names after the care call. Both carers should sign the record in the home to evidence two carers were present for the call. This is being addressed by the manager.

We visited another person who had a morning call seven days a week. The client told us she did have a regular carer but her carer had changed this week. She said she didn't know what time the care call should take place as the carer arrives at a different time each day. We looked at the care plan but no time for the call was recorded, records completed by care workers showed that the call was taking place anytime between 7.15 am and 9.23am. The client said she would like a more consistent call time as two hours is a long time to wait. The manager agreed to look into this.

Our judgement

The assessment and care support is centred on people who use the agency and people's privacy and dignity is respected.

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 use the service said staff were always polite and treated them with respect. People we spoke to said they would contact the office if they were concerned about anything but had never had cause to do this.

Staff told us they knew what to do to keep people safe and would have no hesitation reporting poor practice to the senior staff and managers.

Other evidence

The agency have a procedure for risk management which makes sure people who use the service and staff who work for the agency remain safe. Records show that risk assessments are completed as part of the assessment and care planning procedure. Mobility assessments are routinely completed and updated regularly and records confirm staff complete moving and handling training.

The agency has a procedure in place for the prevention and management of pressure area care. Pressure area assessments were in place for people who are unable to mobilise without assistance. Records show staff complete pressure area awareness training to make sure they are able to monitor and quickly respond to any changes in skin condition.

One of the clients we pathway tracked had bed rails fitted to maintain their safety. This information was recorded in their care plan but there was no risk assessment in place for the safe use of bedrails. Although the bedrails had been authorised by the district nurses the agency should complete an assessment for the safe use of bedrails. This is

to make sure staff know how to use these safely as it is easy for people to become trapped or to injure themselves if these are used incorrectly. The relative of this client told us the carers always make sure the bumpers on the bed rails are in place so the risk of injury is minimised.

The agency has a safe procedure for the management of medicines. Medication assessments are completed for all clients even if the agency does not assist with medication. Staff complete medication training and have a competency assessment completed.

Staff files we looked at showed the agency have a robust recruitment procedure which makes sure care workers have all the required checks completed before they start working with clients.

Staff we talked too understood the procedure for referring suspicions or concerns to the staff in the office and records show staff had completed training in safeguarding adults. Staff were aware of the whistle blowing procedure and said they would have no hesitation reporting bad practice and had confidence in the manager to deal with concerns quickly. We asked the staff who they would contact if concerns were not looked into by the agency, staff told us it would be very unlikely nothing would be done but they would contact relatives or social workers if needed. We discussed this with the manager who will arrange for contact numbers of the Coventry safeguarding team to be displayed in the office.

Our judgement

People who use service are protected from abuse because Advanced Care have procedures in place to make sure people remain safe and well.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People we visited told us that carers didn't assist them to take medication, but they did put cream on their legs. Staff told us that they complete medication training and are assessed as competent before they can assist people with their prescribed medication.

Other evidence

We asked the provider to complete a compliance assessment to show how they are meeting this outcome area. This told us, 'Advanced Care have robust medication policies and procedures. All Policies and Procedures are reviewed annually. Amendments are made as and when required. Support workers are made aware of Advanced Care's policy on medication, are trained and their competency is assessed throughout their employment. All of Advanced Care's service users who need help with their medication have medication record sheets in their homes for staff to record the administration of prescribed medicines. Support workers contact the office or duty manager with any concerns relating to a service user medication, and will inform the office or duty manager of any changes to medication, amendments are then made to medication record sheets. Advice and information is sought from health care professionals regarding medication concerns. Advanced Care will give medication to citizens when a support plan from Coventry Social Services requests it or for self funding service user who wish us to give medication. It is only given with consent from the citizen. Advanced Care support workers will prompt and remind citizens to self administer medication if they are able or wish to do so. Advanced Care will only give prescribed medication administered from a blister pack, dossett box or original labelled

packaging from a pharmacy. Advanced Care support workers record when medication is taken, put out, or refused. Refusal of service user to take prescribed medication is always reported to the office or duty manager who will contact the service user, their families and other agencies to ensure risks to the service users' health are prevented'.

The care files we looked at during our visit to the agency contained a medication assessment even if the agency did not administer medication.

The people we pathway tracked were not assisted to take medication by the agency. However one client had aqueous cream applied to legs and feet by staff. The cream was prescribed by the doctor but the medication administration sheet was blank. An administration record should be completed to show the cream is applied as prescribed. This was discussed with the manager who agreed to implement this.

Training records show that care staff complete medication training and are assessed as competent before assisting people with medicines.

Our judgement

Advanced Care has a safe procedure for assisting people with medication. This should make sure people who use the service receive medication as prescribed and in a safe way.

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

People told us that they have consistent carers who they get to know well. One person told us, 'All the carers we have are good but the morning carers are really brilliant'. People we spoke to said they had never had a missed call.

Other evidence

We asked the provider to complete a compliance assessment for this outcome area. This told us 'Advanced Care currently employ forty support workers three of which are new employees to Advanced Care and are not currently allocated direct support hours. Advanced Care provides support to an average of 165 clients. When our three new employees have completed their induction the average community support hours based on last month figures (March 2011) will be 34.5 hours per week per support worker'. A copy of Advanced Care's training matrix and the staff's allocated work schedules was provided with the compliance assessment.

Work schedules showed carers' are allocated regular care calls. Staff confirmed they have regular clients and said work schedules usually stay the same each week. Staff said they are asked to cover for carers who are off sick or on leave, but they are given up to date information about any call before they go to the person for the first time. Clients said they have regular carers and there was no evidence of missed or late calls. However, one person we visited had a morning call every day. The client did not know what time the carer is supposed to arrive as calls varied each day. Records of calls showed times recorded anytime between 7 am - 9.23 am. This was discussed with the manager and the staff in the office responsible for allocating calls who agreed to follow

this up with the client and the care worker involved.

An updated training matrix was provided that confirmed staff complete training in mandatory areas including induction, moving and handling, safeguarding, food hygiene and medication as well as dementia care and pressure area management. Records confirm regular updates are taking place. Staff told us they had regular training and felt competent to carry out the tasks required.

Our judgement

There are sufficient numbers of staff employed by the agency to meet the needs of the service.

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 we spoke to said they were happy with the service. A recent survey completed by the agency in January 2011 show people were generally very happy with the care they receive, Comments included, 'I am happy with all my support workers, there is nothing I would improve'

'I get along with most of my support workers'.

'I am happy with all my carers'.

'The agency provides excellent care'.

'My support workers are wonderful'.

There were a few surveys that identified rushed calls, the manager had looked into this and found this applied to calls made in one area of the city. Spot checks and discussions with clients and staff had taken place to address this.

People we spoke to knew how to make a complaint and would refer any concerns to the office. A complaints log is kept in the office which showed 2 complaints had been received and looked into appropriately.

Other evidence

The provider compliance assessment for this outcome group told us, 'Advanced Care completes Quality Assurance visits with its service users after six months of the start of service. The visit entails a one to one meeting between the service user and an Advanced Care manager and enables the service user to express their views on Advanced Care's performance and how they wish their care to progress. For service

users who require others to act on their behalf a Quality Assurance Questionnaire will be sent to them. All information obtained from Quality Assurance visits and questionnaires is recorded and acted upon. The manager produces a report which is available for service users, staff and for audits and monitoring and compliance inspections. Advanced Care has completed Quality Assurance reviews for 2011 and the information has been acted upon. Advanced Care's ethos is to provide a quality service for people who have a range of care needs and ensure that service users have control and choices over their own lives. At the start of a package of care Advanced Care visit the service user to introduce the company and the support worker, complete risk assessments and produce a service plan tailored to meet the specific needs of the service user'.

People we pathway tracked had care plans and risk assessments completed. Care plans had been reviewed and were updated regularly. Care staff said any changes notified to the office are acted on and reassessments are carried out.

The agency provides support to both private clients and people funded by social services. An annual audit of the service is carried out by the contracts monitoring department of the local authority to make sure the agency is meeting the requirements of their contract. We asked to see a copy of the report from the last audit carried out in February 2011, this showed that the agency was meeting the standards required.

Discussions with staff and records show that spot checks are taking place, and carers receive individual supervision. Care staff we spoke to said they call into the office every Friday and Monday to pick up and return work schedules and time sheets. Staff in the office and carers said there is opportunity to talk about clients during these visits.

Our judgement

The assessment and monitoring systems in place make sure people who use Advanced Care receive a safe, quality service.

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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