

Review of compliance

<p>Scott Care Limited Scott Care Limited (Sittingbourne branch)</p>	
Region:	South East
Location address:	Unit B7, St Georges Business Park Castle Road Sittingbourne Kent ME10 3TB
Type of service:	Domiciliary care service
Date of Publication:	February 2012
Overview of the service:	Scott Care Ltd is a registered domiciliary care service that provides care and support services for older people and young adults with learning disabilities, physical disabilities, sensory impairments and/or mental health issues in the Medway area.

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

Our current overall judgement

Scott Care Limited (Sittingbourne branch) 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, carried out a visit on 6 December 2011, talked to staff and talked to people who use services.

What people told us

People told us they were involved in the development of their care plan and spoke very highly about the competence of staff and the quality of care given.

What we found about the standards we reviewed and how well Scott Care Limited (Sittingbourne branch) 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

The agency involves people in identifying their care needs and preferences before devising an agreed plan of care.

Overall we found that Scott Care Ltd was meeting this essential standard.

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

People who use the service receive effective, safe and appropriate care based on their individual needs and their preferences.

Overall we found that Scott Care Ltd was meeting this essential standard.

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

Systems are in place to protect people from the risk of harm and abuse, and their human rights are respected

Overall we found that Scott Care Ltd 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

The agency ensures there are sufficient numbers of appropriate staff on duty to meet the health and welfare needs of people.

Overall we found that Scott Care Ltd 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

People benefit from the continual monitoring of the quality and safety of the service provided.

Overall we found that Scott Care Ltd 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 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

People told us that care workers were on time and completed all the duties required by them.

Other evidence

The agency had supplied a service user guide to people using the service and discussed the contents and complaints procedure with people.

We looked at three care plans and they included a full needs assessment, sight, hearing and mobility assessments and a diversity assessment.

Care plans we saw had a named main carer and had been signed by the person using the service to indicate their involvement, acceptance and consent to the support plan.

There was evidence that care plans had been reviewed and that people's preferences of care worker gender had been documented and implemented.

Health and safety assessments had been carried out in the home and documented.

Our judgement

The agency involves people in identifying their care needs and preferences before devising an agreed plan of care.

Overall we found that Scott Care Ltd was meeting this essential standard.

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 we spoke to told us they were very happy with the service and had no complaints whatsoever.

Other evidence

Care plans we saw had assessed the needs of individuals and the level of support they required. Care plans included medication information and administering charts and all financial transactions were documented.

Care staff completed a daily record of care and support provided. The staff members we spoke with demonstrated a good knowledge about individual needs and had received training that enabled them to safely and effectively meet the needs of individuals.

People told us that care workers were on time and completed all the duties required by them.

Risk assessments for the environment and other activities that we saw had been signed as understood by staff members.

The agency had procedures in place to deal as safely as possible with any emergency situations that may arise such as no access and lone working.

Our judgement

People who use the service receive effective, safe and appropriate care based on their individual needs and their preferences.

Overall we found that Scott Care Ltd 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

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 told us they felt the staff was competent and they felt safe in their hands.

Other evidence

We looked at the staff training matrix and training in all the mandatory subjects were up to date including the safeguarding of vulnerable adults and the Mental Capacity Act.

We spoke with members of staff who demonstrated a good knowledge of safeguarding issues and reporting procedures.

The agency had copies of the local authorities safeguarding protocols and the publication "No Secrets" that staff members were required to be familiar with.

The agency had robust recruitment procedures to ensure only appropriate people were employed.

Our judgement

Systems are in place to protect people from the risk of harm and abuse, and their human rights are respected

Overall we found that Scott Care Ltd was meeting this essential standard.

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 the care and support they received was excellent and that staff were efficient and respectful.

Other evidence

We were told by the registered manager that to ensure only appropriate staff were employed satisfactory references were requested, criminal record checks were made and an induction period completed.

We observed a number of staff undergoing induction training during the visit who confirmed there were robust recruitment procedures before they were offered employment.

We looked at the staff training arrangements and staff training was recorded to be up to date.

Initial needs assessments identified the number of staff required to safely deliver the care and regular reviews monitored any changes.

Our judgement

The agency ensures there are sufficient numbers of appropriate staff on duty to meet the health and welfare needs of people.

Overall we found that Scott Care Ltd 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

We did not obtain any information from people about this outcome.

Other evidence

The agency carried out annual surveys to gauge the quality of the service provided.

The agency conducts quarterly telephone surveys to people using the services and analyses accident/incident forms and complaints received to improve the service provided.

We saw evidence that the agency conducted various checks and audits, for example, health and safety in individual homes prior to the service beginning and staff conducted visual checks on each visit and had reported any concerns to the office.

Our judgement

People benefit from the continual monitoring of the quality and safety of the service provided.

Overall we found that Scott Care Ltd 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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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