

Review of compliance

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J & J Home Care - 15 Paddock Court

Region:	Yorkshire & Humberside
Location address:	15 Paddock Court Bridlington East Riding of Yorkshire YO16 6FW
Type of service:	Domiciliary care service
Date of Publication:	May 2012
Overview of the service:	J & J Home Care - 15 Paddock Court provides domiciliary care services to older people in their own homes and to people that may have a memory impairment. The provider is also the registered manager for the service and employs a small team of support workers. The service offers individual packages of care and support.

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

Our current overall judgement

J & J Home Care - 15 Paddock Court 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 17 April 2012, observed how people were being cared for, 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 two people and one relative about the care people received and especially about dignity and respect.

People told us they were very well treated by the provider and the staff and that their privacy and dignity was respected. They said the support workers were polite and helpful and that they got on well with them.

People told us they were very satisfied with the service of care provided by J & J Home Care. They said the provider and staff were excellent and met all of their needs. They told us they handled their own medication where possible and were well supported with mobility, finances and shopping. They said staff were well trained.

What we found about the standards we reviewed and how well J & J Home Care - 15 Paddock Court 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. People's privacy, dignity and independence were respected. The provider was meeting this standard.

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

People experienced care and support that met their needs and protected their rights. The provider was meeting this standard.

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

People that 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. The provider was meeting this standard.

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

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines. The provider was meeting this standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

People were protected from unsafe or unsuitable equipment. The provider was meeting this standard.

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 safely and to an appropriate standard. The provider was meeting this 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 a system to regularly assess and monitor the quality of service that people received. The provider was meeting this 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.

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 two people and one relative about the care people received and especially about dignity and respect.

People told us they were very well treated by the provider and the staff. People said, "Oh the girls are lovely, they do as we ask or we would tell them," and "I know about my care plan and I helped to make it. I would say if it wasn't right."

They also said, "I get on very well with the girls and they cook my meals just how I want them. The girls are always polite and helpful and respect my privacy."

Other evidence

We discussed with the provider how she and the staff involved people in their care and we looked at care plans and staff files.

People who used the service understood the care choices available to them. People expressed their views and were involved in making decisions about their care.

The provider demonstrated her understanding of how to respond when a person's capacity was in question and she said that the service would always ensure peoples'

privacy, dignity and rights were upheld.

We saw in care plans that people were respected and we saw evidence they were involved in their care. Documents were person centred and had been signed by people. Documents also recorded peoples' choices and preferences.

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. People's privacy, dignity and independence were respected. The provider was meeting this 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 with told us they were very satisfied with the service of care provided by J & J Home Care - 15 Paddock Court.

They said, "Julie and her staff are excellent," and "I get a very good service, one that meets all of my needs. It couldn't be better."

Other evidence

We discussed with the provider peoples' needs and we looked at their case files.

Peoples' needs were assessed and care was planned and delivered in line with their individual support plan.

The provider told us most people that received support from the service paid privately for it because their financial assessments with the placing authority had identified they did not qualify for assistance. Their care needs were assessed and support plans were put in place using the assessment and information the person or their relative had supplied. She told us support was tailored to the individual's needs and was changed whenever they required or requested it, so people received the care they wanted as it changed.

We saw that support plans contained relevant, personal information which addressed the assessed areas of need and clearly identified the action needed to support people, so staff had good instructions and people had their needs well met.

There were also risk assessment documents in place covering mobility, the environment, moving and handling and use of specialist equipment, so any risks to people were reduced. Plans had also been reviewed.

Our judgement

People experienced care and support that met their needs and protected their rights. The provider was meeting this 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 we spoke with told us they had very good systems in place to maintain their safety and security and that they felt safe with the support workers that visited them.

One person said, "New staff are always introduced to me by Julie, they all carry identity badges and I know what to do if I want to complain."

Two other people said, "We are very particular who we have in to support us, as our standards are high. And we would soon complain to our GP and to Julie if things were not right. Everything is very good and as it should be."

Other evidence

We spoke with the provider and we looked at staff training records and safeguarding records.

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.

The provider explained there had been one safeguarding referral to East Riding of Yorkshire Council Safeguarding Adults Team in February 2012, which had been appropriately managed and investigated. The issue had been upheld, properly recorded and staff had been disciplined.

The provider told us support workers had been trained in safeguarding awareness. However, evidence seen in files showed this had not been completed recently. The provider may find it useful to note that support workers had not received updated safeguarding training in the last two years and so this could result in people not being properly protected from the risk of harm.

We saw evidence of how people were protected regarding their finances. Systems were in place to ensure only one support worker was allocated responsibility to support a person with their money transactions and recording. The provider monitored these arrangements and checked systems.

The provider also required those support workers with their own car to have a full driving licence and insurance cover with business use, so that they and any passenger would be properly covered in the event of an accident.

Our judgement

People that 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. The provider was meeting this standard.

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 told us they handled their own medication. We did not speak with anyone that required support with medicines.

People said, "The chemist delivers my prescriptions and I look after them myself, I am very capable," and "We don't need help with this."

Other evidence

We spoke with the provider about medication handling and we looked at the medication administration policy and the staff training records.

Appropriate arrangements were in place in relation to obtaining, storing and administering medicines.

The manager showed us the medication administration policy and explained the storage arrangements in place for people. She told us staff had completed training in handling medicines with East Riding of Yorkshire Council, so that people were safely supported with their medicines.

The training records showed evidence that support workers had completed this training in February 2012.

When we visited people that received the service we saw two people that handled their

own medication and they told us they were in complete control of it.

Our judgement

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines. The provider was meeting this standard.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- * Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- * Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with Outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

People we spoke with told us they received support with their mobility and that the support workers used specialist equipment, the use of which they had been trained in.

They said, "I have a hoist that two staff use to help me move in and out of bed and to use the bathroom," and "We have all the equipment we need and we would miss the girls if they didn't come to assist us."

Other evidence

We spoke with the provider and we saw some of the equipment people used in their homes.

People were protected from unsafe or unsuitable equipment because the provider had arranged for them to be assessed for the right equipment and support workers had been trained to use it.

We saw evidence that people had been assessed for lifting equipment and that staff had received training in the use of lifting equipment from a physiotherapist at Bridlington District General Hospital.

We saw the equipment available in peoples' homes and they confirmed that staff had been trained and always worked in twos when using it.

Our judgement

People were protected from unsafe or unsuitable equipment. The provider was meeting this standard.

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 we spoke with told us the support workers were well trained in the use of mobility equipment that had been supplied to them.

Other evidence

We spoke with the provider and we looked at support worker training files.

Staff received appropriate professional development. The provider told us about the training support workers had completed and what they still had to do. This included hoist training, dementia care, malnutrition, infection control, stroke awareness, safeguarding adults and medication administration.

The training courses still to be completed included moving and handling and food hygiene certificate.

The latter was already booked and the former would be completed once the provider had completed the Preparing to Teach in the Lifelong Learning Sector (PTLLS) course in May 2012.

We saw evidence of some of the certificates for the courses support workers had completed in their training files. The provider may find it useful to note that support workers did not all have their mandatory training courses up to date in the last twelve months and this may result in people not being properly cared for.

Our judgement

People were cared for by staff who were supported to deliver care safely and to an appropriate standard. The provider was meeting this 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 people using the services but their feedback did not relate to this standard.

We used the service's own quality monitoring systems to show us what people thought of the quality of the performance of the service.

Other evidence

We spoke with the provider and we looked at the results of the last satisfaction survey that had been carried out.

The provider had a system in place to identify, assess and manage risks to the health, safety and welfare of people that used the service and others.

Quality survey questionnaires had been sent out in the last year to people that used the service. These showed that people were satisfied with the care and support they received. They showed us that people thought support workers understood their needs, that their personal affairs had been kept private and confidential, that workers were respectful and polite on the telephone, that agreed visit times had been kept to and that cultural lifestyles and religious requirements had been met.

Other areas that had been quality checked within the quality monitoring system were workers' dress code, whether or not everyone had a support plan, if complaints had been addressed, if people that used the service wanted to change anything, had they

exercised choices about the service and what was their overall satisfaction level.

Our judgement

The provider had a system to regularly assess and monitor the quality of service that people received. The provider was meeting this 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.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
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