

Review of compliance

Kent Domiciliary Care Agency

Region:	South East
Location address:	5th Floor Maybrook House Queens Gardens Dover CT17 9AH
Type of service:	Domiciliary Care Agency
Date the review was completed:	14 February 2011
Overview of the service:	<p>Kent Domiciliary Care Agency is a small agency owned by Solor Care Group Ltd providing personal care to people in their own homes within the community who are diagnosed as having a learning disability. It had 11 people using the service and 13 staff. The agency covers Dover and the surrounding areas.</p> <p>The office is situated in central Dover and is suitable for disabled access. No car parking is available. The manager covers the office and is also out and about visiting people who use the service. The service provides care to those</p>

	funded by local authorities and privately funded people.
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Kent Domiciliary Care Agency was meeting all the essential standards of quality and safety we reviewed but, to maintain this, we have suggested that some improvements are made.

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 office on 14 February 2011, talked to people that use services and their relatives by telephone, talked to staff by interview, checked the provider's records, and looked at records of people who use services.

What people told us

People said they were involved in decisions and the agency supported them with their needs, provided the service they wished to receive and treated them with respect and dignity. A representative from the agency visited them before they started receiving care so that they had been able to express their views about the care and support they needed.

People who use the services felt supported to make decisions for them selves and were encouraged to be independent. One person who uses the agency said "They give me support, help with money and bills I need" "I do voluntary work during the day and the care worker mostly help me in the evening when I need it". People told us they were able to make decisions and choices about their care and support. This was done by talking about this with them when they first began to use the service

and when any concerns about their care arose. They said they had signed their care plan to show that they had given their agreement and consent.

People said that they had discussed their support and preferred routines with staff. They received the help they needed and that they were encouraged to do things for themselves. One person commented about the care staff "They treat me very well and help me when asked" Everyone told us they were happy with the care and support received. Some people were aware of their care plan but did not see it as important. People said they had the help they required and independence was encouraged. A person who uses the service stated that "They help me go out" When commenting about his care plan he said it was about his care and he had been involved in writing it. He also said "Care staff support me paying bills and help me with my shopping.

People told us they received care and support from a small team of staff and were happy with the care received and had no concerns relating to workers and felt supported by the staff and said the agency provided a reliable service with enough staff to meet their needs. They told us they felt staff had the skills and experience to meet their care needs and that they were kind and caring. People that we spoke with confirmed that they were happy with the support the agency provided. People thought that they had an active say on ways to improve their care.

What we found about the standards we reviewed and how well Kent Domiciliary Care Agency 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 were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

People's consent to their care and support was obtained.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

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

Whilst the care and welfare of people was safe care records were either not in place or did not reflect peoples' individual needs, wishes and choices in relation to their personal care or detail risk management actions. Existing care plans were additionally not always reviewed or updated.

- Overall, we found that Kent Domiciliary Care was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Outcome 5: Food and drink should meet people's individual dietary needs

The provider has declared compliance with meeting outcome 5 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

Overall people received coordinated care, but communication has not always been maintained.

- Overall, we found that Kent Domiciliary Care was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

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

People who use the agency can feel confident overall that they are as far as possible protected from abuse.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

People who use the agency can feel confident that should they need support with taking medication their needs will be met.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 10: People who use services and people who work in or visit the premises are in safe, accessible surroundings that promote their wellbeing.

The provider has declared compliance with meeting outcome 10 and no evidence has been presented or identified during the review to challenge that declaration.

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

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

The provider has declared compliance with meeting outcome 11 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People were protected by safe recruitment procedures. This judgement was made on the basis of the views of the people using the service and that the provider has declared compliance with meeting outcome 12 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary 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 benefited from sufficient numbers of staff.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People had their needs met by staff that was properly supported to provide care.

Overall, we found that Kent Domicillary 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

People were happy with their care and support but the service is lacking any regular assessing or monitoring systems that should audit the agency against compliance with the regulations which would have highlighted shortfalls seen on our visit.

- Overall, we found that Kent Domiciliary Care was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Outcome 17: People should have their complaints listened to and acted on properly

People were confident that their complaints and concerns would be listened to and acted upon effectively.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

The provider has declared compliance with meeting outcome 21 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Action we have asked the service to take

We found that the Registered Provider was fully compliant with the essential standards of quality and safety reviewed.

For 3 of the essential standards, although compliant, we believe there is a risk that they will not maintain compliance with these outcomes. We have noted that we have minor concerns that they may not be able to sustain compliance in these areas and have set an improvement action upon the service in these areas.

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

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

People said they were involved in decisions and the agency supported them with their needs, provided the service they wished to receive and treated them with respect and dignity. A representative from the agency visited them before they started receiving care so that they had been able to express their views about the care and support they needed.

People who use the services felt supported to make decisions for them selves and were encouraged to be independent. One person who uses the agency said “They give me support, help with money and bills I need” “I do voluntary work during the day and the care worker mostly help me in the evening when I need it”.

Other evidence

Discussions with staff showed their commitment to making sure that people were always treated as individuals and were encouraged to express their views about

their care. Local authority care managers spoken with confirmed that the agency upheld and maintained people's privacy, dignity and independence in that support is provided that the person who uses the service needs and wants and put people who use services at the centre of their care.

Our judgement

People were involved in decisions about their care and support. Their privacy and dignity was respected and their independence encouraged.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People told us they were able to make decisions and choices about their care and support. This was done by talking about this with them when they first began to use the service and when any concerns about their care arose. They said they had signed their care plan to show that they had given their agreement and consent.

People said that they had discussed their support and preferred routines with staff. They received the help they needed and that they were encouraged to do things for themselves. One person commented about the care staff "They treat me very well and help me when asked"

Other evidence

The service gets people or their representative to sign the care plans/assessments as a sign of their consent; all those we looked at were signed. In information received before the visit the agency had declared compliant with this outcome. We did not find any evidence of non-compliance.

Our judgement

People's consent to their care and support was obtained.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

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

There are minor concerns with outcome 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

Everyone told us they were happy with the care and support received. Some people were aware of their care plan but did not see it as important. People said they had the help they required and independence was encouraged. A person who uses the service stated that "They help me go out" When commenting about his care plan he said it was about his care and he had been involved in writing it. He also said "Care staff support me paying bills and help me with my shopping.

Other evidence

Evidence overall supported the judgement that the quality of the care provided by staff from the agency was high and that people who use the service, local authority care managers and staff were generally happy with regard to the quality of the care provided. No negative information or incidents or safeguarding alerts had been received prior to this planned review to trigger any concerns.

Local authority care managers however expressed differing opinions with regard to care planning. Some confirmed that the agency had plans of care in place that described how people should be supported in ways that were right for them.

However this was not the case for all the people who use the agency. One care manager we spoke too said there was concerns with regard to care plans being in place and the lack of risk assessments. A report was requested for a review which was additionally not forthcoming from the agency. Whilst the care manager was happy with the care being provided and the outcomes for his client concerns were evident with regard to the paperwork backing up the care provided. Evidence was not always available that confirmed people's capacity to make important decisions had been assessed and they had been supported to make decisions that were in their best interests.

After discussions with people who use the service we examined care plans to ensure they reflected specific needs individuals had talked about. In some instances the care plans did reflect the needs discussed, together with information of how this was managed. In other cases there were shortfalls. In one instance there was no care plans or risk assessment drawn up and the agency was using the plan of care prepared by the local authority. In another instance, the care planning had not been reviewed and last updated in April 2009 with risk assessments dated 1st March 2008. Therefore overall the care plans were of variable depth and quality. Existing care plans were additionally not always reviewed or updated.

Our judgement

Whilst the care and welfare of people was safe care records were either not in place or did not reflect peoples' individual needs, wishes and choices in relation to their personal care or detail risk management actions. Existing care plans were additionally not always reviewed or updated.

- Overall, we found that Kent Domiciliary Care was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

We did not obtain any evidence about this standard from people using the service. People spoken with said they prepared their own food and staff did not support them.

Other evidence

In information provided before the review the manager of the agency declared that they were compliant with this outcome.

Our judgement

The provider has declared compliance with meeting outcome 5 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

There are minor concerns with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us

People did not say anything in particular about cooperating with other providers.

Other evidence

Staff and social workers spoken too said that they had good relationships with health and social care professionals. Examples of good and open communication with other professionals were evident within the care plans viewed. However a request for a report for a review by one local authority care manager had not been provided.

In information provided before the review the manager of the agency declared that they were compliant with this outcome.

Our judgement

Overall people received coordinated care, but communication has not always been maintained.

- Overall, we found that Kent Domiciliary Care was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

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

People told us they felt safe receiving a service from the agency and had no concerns.

Other evidence

Staff said that they had received training with regard to protecting people from abuse. Care managers spoken with had no concerns with regard to the safety of the people the agency provided services too.

All staff spoken with said they would report any signs of abuse to the manager or the local authority and had received training in protecting adults from abuse. One staff member said "I feel confident to speak to another worker if I had concerns". Said " you have to report it when referring to abuse"

All staff spoken with had a Criminal Records Bureau check (CRB) and the manager confirmed compliance with this outcome. Evidence of CRB's this was directly seen during and after in information supplied by the agency.

During the site visit the manager was unable to locate a copy of the Kent and Medway safeguarding policy for which all care services must follow in the event of any allegations of abuse. The manager stated that she would print off a copy as soon as possible and ensure that it was available for staff.

Our judgement

People who use the agency can feel confident overall that they are as far as possible protected from abuse.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us

People spoken with said that did not receive support with their medication

Other evidence

In information received before the visit the manager had declared compliant with this outcome. We did not find any evidence of non-compliance. Some staff stated that they had received medication training and would support people if needed. In information provided before the review the manager of the agency declared that they were compliant with this outcome.

Our judgement

People who use the agency can feel confident that should they need support with taking medication their needs will be met.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

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

- Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us
We did not obtain any evidence about this standard from people using the service.

Other evidence
In information provided before the review the manager of the agency declared that they are compliant with this outcome. The office is situated in a well maintained modern office block within the city centre. The building is served by a lift and is accessible.

Our judgement
The provider has declared compliance with meeting outcome 10 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential 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 did not say anything in particular about the safety, availability and suitability of equipment and stated they did not need any.

Other evidence

The agency confirmed that at present none of the people who use the service use any mobility or other equipment. However should a need be identified this would be suitably assessed. In information provided before the review the manager of the agency declared that they were compliant with this outcome.

Our judgement

The provider has declared compliance with meeting outcome 11 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People told us they received care and support from a small team of staff and were happy with the care received and had no concerns relating to workers.

Other evidence

Staff said us they had completed an application form, supplied references, attended an interview and had a Criminal Record Bureau (CRB) check in place. One staff member spoken with said, 'I filled out the application form and my references were taken up and I had to have a police check before I could start'. Another person said, 'they did all of the necessary checks for me'

Staff spoken to confirmed that they were only able to start working with people living at the service once their checks had been received. They also confirmed that they had to attend full induction training. Staff also explained that some training involved practical training and exams.

Although we did not look at staff files during this visit there have been no concerns about recruitment practices.

In information provided before the review the manager of the agency declared that they were compliant with this outcome.

Our judgement

People were protected by safe recruitment procedures. This judgement was made on the basis of the views of the people using the service and that the provider has declared compliance with meeting outcome 12 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care 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 felt supported by the staff and said the agency provided a reliable service with enough staff to meet their needs.

Other evidence

Staff told us they felt there was enough staff to cover people's care and support. They felt they had enough time to spend with each person and travel in between people's homes. From discussions with the manager, talking to people who use the agency and reviewing staff rotas sufficient staff were deployed to meet the people's needs.

Staff are receptive to residents needs and work together as a team. Evidence of this was gathered through talking to people who use the service and staff. The manager stated staffing levels are always under review to ensure the needs of the people who use the agency are met.

Several local authority care managers commented that they did not having any concerns about staffing and felt that the people who use the service were well

supported.

In information provided before the review the manager of the agency declared that they are compliant with this outcome.

Our judgement

People benefited from sufficient numbers of staff.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

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

People told us they felt staff had the skills and experience to meet their care needs and that they were kind and caring. People spoken with said they were happy with the service provided.

Other evidence

Staff stated they had a good knowledge of how to assist people in the right way. This was supported by care managers. They knew how to help people complete everyday domestic tasks, how to support people who prefer to follow particular routines.

Staff said that they had received introductory training when they joined the service. They said, they had completed training on things like medication, Mental Capacity Act, moving and handling, and infection control. They were shadowed by someone and worked in addition with other staff for a while.

Staff spoken with had many positive comments about the training some stated “Training has been very good. I feel supported” one said “induction training was very good” “training helped me feel at ease” “training really gives me more understanding on how to support clients”

The staff training records indicated planned and undertaken training in key areas. Core training including First Aid, Autism Awareness, Basic First Aid E-Learning, Basic Food Hygiene, Communication, Infection Control, Manual Handling, MCA (Mental Capacity Act) awareness, Medication, Mental Health Awareness, Protection of Vulnerable Adults Training (POVA), POVA E-Learning, Professional Documentation Writing, Supervisions and Appraisals, Support Planning and many other courses. The manager evidenced that individual and group staff training needs had been identified. Core courses are undertaken by staff to maintain current qualifications and for protection of residents. Many staff have achieved qualifications in Care to level 2 or above.

The manager confirmed that the evidence has a development programme for all new staff, which meets Sector Skill's Council's common induction training targets. Additional evidence of induction was spoken by staff spoken with.

Care managers were confident in the staff provided by the agency and had no concerns about standards of training.

Staff stated they had received regular supervision from someone senior. This meant that work had been reviewed so that their professional development could be planned.

In information provided before the review the manager of the agency declared that they are compliant with this outcome.

Our judgement

People had their needs met by staff that was properly supported to provide care.

- Overall, we found that Kent Domicillary Care 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

There are minor concerns with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People that we spoke with confirmed that they were happy with the support the agency provided. People thought that they had an active say on ways to improve their care.

Other evidence

The agency stated that information received from staff, people who use the service and their families is used to improve working practice. The outcome of any reviews will be provided to staff, people who use the service and their families. In the information provided before the review the manager of the agency declared that they were compliant with this outcome. However the shortfalls identified during the site visit had not been picked up by the quality assessing processes the agency had in place.

Our judgement

People were happy with their care and support but the service is lacking any regular

assessing or monitoring systems that should audit the agency against compliance with the regulations which would have highlighted shortfalls seen on our visit.

- Overall, we found that Kent Domiciliary Care was meeting this essential standard but, to maintain this, we have suggested that some improvements are made.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us

People said that they would feel free to make a complaint if necessary. People told us they had not made any complaints and did not have any concerns.

Other evidence

Staff told us if a person using the service complained to them they “would report it to the manager”.

Staff were confident that people were able to express concerns if necessary. There had not been any formal complaints since the service was registered on 1 October 2010 under the Health and Social Care Act 2008.

In information provided before the review the manager of the agency declared that they were compliant with this outcome.

Our judgement

People were confident that their complaints and concerns would be listened to and acted upon effectively.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with outcome 21: Records .

Our findings

What people who use the service experienced and told us

People told us they had a care folder in their homes which held information about the service and their care plan. They said staff used this to record notes each time they visited.

Other evidence

In information provided before the review the manager of the agency declared that they are compliant with this outcome. Records are kept securely within the office with the care plan stored at people’s homes.

Our judgement

The provider has declared compliance with meeting outcome 21 and no evidence has been presented or identified during the review to challenge that declaration.

- Overall, we found that Kent Domicillary Care was meeting this essential standard.

Action

we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Personal Care	9	4
	Why we have concerns: Whilst the care and welfare of people was safe care records were either not in place or did not reflect peoples' individual needs, wishes and choices in relation to their personal care or detail risk management actions. Existing care plans were additionally not reviewed or updated.	
Personal Care	24	6
	Why we have concerns: Overall people received coordinated care, but communication has not always been maintained.	
Personal Care	10	16
	Why we have concerns: People were happy with their care and support but the service is lacking any regular assessing or monitoring systems that should audit the agency against compliance with the regulations which would have highlighted shortfalls seen on our visit.	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent within 14 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

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 Adult 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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