

Review of compliance

Caerus Care Limited Caerus Care Limited	
Region:	East
Location address:	Suite GF13 The Boathouse Business Centre Harbour Square, Nene Parade Wisbech Cambridgeshire PE13 3BH
Type of service:	Domiciliary care service
Date of Publication:	April 2012
Overview of the service:	Caerus Care Limited is a domiciliary care service which is registered to provide the regulated activity of 'Personal Care' for people living in their own homes.

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

Our current overall judgement

Caerus Care Limited 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 7 March 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People we spoke with told us that they received helpful and friendly care from the agency and that they were actively involved in decisions about the support they wished to receive to meet their needs.

What we found about the standards we reviewed and how well Caerus Care Limited 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 provider is compliant with this outcome. People are included in the planning of their care so that they can make choices and express their views about their care and support needs.

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

The provider is compliant with this outcome. People using the service receive a well coordinated package of care and support to meet their assessed needs.

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

The provider is compliant with this outcome. There are safeguarding procedures and

trained staff to ensure that people are protected from harm or abuse.

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

The provider is compliant with this outcome. People using the service receive care and support from a well trained and supervised staff team.

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 is compliant with this outcome. There were procedures in place to assess and monitor the service provision so that people benefit from safe care and support.

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 we spoke with told us that they felt involved in making decisions about the care and support they required from the service. and another person told us that they had been involved in reviews of their care.

Other evidence

We reviewed four care files and we saw evidence that people were regularly consulted in reviews regarding their care and support needs. Relatives we spoke with told us that they were always invited to attend care reviews where appropriate.

Staff confirmed that they attended equality and diversity training and confidentiality and values training. Training records confirmed this to be the case. Staff told us that they ensured that people's dignity was respected at all times and that choice and independence was promoted at all times.

We observed staff interacting with people undertaking daily living tasks and there was a friendly and supportive rapport with choices being offered and assistance given in an unhurried and inclusive manner.

Our judgement

The provider is compliant with this outcome. People are included in the planning of their care so that they can make choices and express their views about their care and support needs.

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 said that carers were very supportive and helped them in a friendly and unhurried way. One person commented that "The carers are really kind and helpful" and another person told us that they enjoyed going out to play golf with a carer.

Other evidence

We reviewed four care files during our visit to the agency's office and three care plans in the home's of people that we visited. Care planning documentation contained assessments and care plan from care managers. An assessment of the person's needs had been made by the manager and team leader from the agency prior to the care package commencing.

Documentation included up to date detailed guidelines for staff regarding the care and support required at each visit. A wide range of care was provided including assistance with personal care, assistance with feeding, financial budgeting, housing issues, community access, shopping/nutrition and prompting with medication. There were risk assessments in place to assess the persons mobility and any environmental hazards.

Care planning and risk assessment documents were reviewed every three months or sooner where needs had changed. There was also evidence of annual reviews with the person's Local Authority. The manager told us that the agency has good contacts with healthcare professionals such as GP surgeries, district nurses and care managers to ensure that people's ongoing care is well coordinated.

We spoke with a visiting professional who told us that they found the care and support provided by the agency to be well coordinated and that detailed reviews were regularly organised via the agency's manager.

We spoke with three relatives during our visit and they were positive and complimentary about the support that was provided. One relative commented, "I couldn't wish for anything better" and another relative told us that "They are a God send to us"

Our judgement

The provider is compliant with this outcome. People using the service receive a well coordinated package of care and support to meet their assessed needs.

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

We did not discuss issues regarding safeguarding with people who use the service.

Other evidence

The provider had ensured that there were safeguarding guidelines and policies in place, which were in line with the local authority safeguarding procedures. Staff had received regular in-house training sessions to update their knowledge. Training records confirmed that there had been recent safeguarding training for all members of staff.

The manager told us about an incident which had been reported to the local safeguarding team which had been satisfactorily dealt with.

A member of staff we spoke with confirmed that they had received safeguarding training and was clear about their responsibilities in reporting any incident or allegation of abuse.

Our judgement

The provider is compliant with this outcome. There are safeguarding procedures and trained staff to ensure that people are protected from harm or abuse.

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

We did not discuss issues regarding supporting staff with people who use the service.

Other evidence

The provider ensured that staff had received an induction prior to providing care and support. There were records in staff files to evidence and regular training covering all mandatory topics. Examples of training provided included: health & safety, fire safety, moving & handling, food hygiene, first aid, safeguarding and medication competency.

Additional training had been provided to ensure that staff have the required skills to safely assist with an individual care need. Examples included; assistance with feeding,, epilepsy, mental capacity, stroke awareness and autism. The manager had monitored training on an ongoing basis and care staff were booked on courses throughout the year. A training matrix was in place to monitor overall training that had been achieved including dates of sessions.

Care staff received supervision on a six weekly basis, provided by the manager and team leader. This was confirmed by staff spoken with during the visit and evidence of supervision sessions were seen in staff files that we reviewed. Regular staff meetings were held and we saw the minutes of recent meetings.

Our judgement

The provider is compliant with this outcome. People using the service receive care and support from a well trained and supervised staff team.

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 using the service and their relatives told us that they were in regular contact with the manager and team leader and that they were encouraged to express their views about the agency.

Other evidence

Monthly management audits had been conducted to monitor people's care needs and the responsiveness of the service. We saw a copy of a detailed report which had been carried out in January 2012 by the team leader.

Annual surveys had been sent out to people using the service, their families and healthcare professionals to gauge opinions and identify how improvements could be made. A copy of the agency's Annual Service Review completed in 2011 was seen showing detailed analysis and action plans following results from surveys.

Relatives that we spoke with felt that they were kept up to date with issues and had regular contact with the manager who they described as dealing with any concerns professionally and in a timely manner.

Staff spoken with confirmed that the service was well managed and that they were freely able to raise any concerns and were encouraged to participate in the development of the service.

Our judgement

The provider is compliant with this outcome. There were procedures in place to assess and monitor the service provision so that people benefit from safe care and support.

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
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