

Review of compliance

Maksanus Care Services Limited
Maksanus Care Services Limited

Region:	London
Location address:	Pavilion Flat Westfield Sports Ground, Grove Park London NW9 0JP
Type of service:	Domiciliary care service
Date of Publication:	July 2011
Overview of the service:	Maksanus Care Services Limited is a domiciliary care service based in Brent North-West London. The location is currently registered for the regulated activity Personal Care. The agency is a small sized agency currently providing care and support to a few people living in their own home. The agency has a manager who was registered with the Care Quality Commission. This was the first review since registering with the

	Care Quality Commission's predecessor in April 2010.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Maksanus Care Services Limited was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 24 June 2011, checked the provider's records, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People using the service spoken with told us that staff treated them with respect and carried out their support in a dignified manner.

We spoke with relatives who told us, that the agency looked after their relative extremely well and built up an excellent rapport and understanding of the person's needs and wishes. We asked people using the service if they were able to talk to staff and change care practices which they didn't like or didn't feel were suitable.

One person told us, "They call me regularly and ask me if I would want to have anything changed".

We asked people if they felt that their care was tailored around their needs and if they were involved in planning their own care, treatment and support. People were very positive about the care provided by the agency and felt that the care was tailored around their needs.

We asked people if staff were providing meals and drinks for people. A relative told us that he was extremely happy with the meals provided and that as a result of the nutritious, healthy and well balanced diet the person's health and weight has improved.

We discussed with people if the provider was passing on relevant information about their care to others who were involved in their care. A relative told us. "They arrange all GP appointments and attend appointments passing on relevant information to the doctor". People spoken with felt safe in the presence of carers supplied by the agency and raised no concerns in regards to unsafe or inappropriate care practices.

Every body spoken with confirmed that carers understood infection control procedures and followed appropriate hand hygiene procedures.

One comment made by a person using the service.

"The carers wash their hands and always use gloves". "There are boxes of gloves in the house".

We asked people using the service if they were satisfied and felt safe around staff. Everybody spoken to were full of compliments and praise in regards to the staff provided by the agency. Comments made by people using the service.

"Service provided by staff is excellent and is meeting my needs".

People using the service told us that staff were experienced and knew what they were doing, when we asked them if staff were suitably qualified. Comments made by people using the service.

"Staff knows what they are required to do and are very helpful". "They go the extra mile". We asked people using the service if they had any complaints and how they would raise any complaints they had about the service provided. None of the people spoken with had any complaints about the care and support provided. People also told us that they knew how and who to complain to.

What we found about the standards we reviewed and how well Maksanus Care Services 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 registered person ensured that people using the service were supported with dignity and respect, and their independence was promoted. This ensured their full participation in their care based on the person centred principle.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

The registered person had suitable arrangements in place, which ensured that consent was obtained from people in relation to the care and treatment provided.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

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

The registered person made appropriate steps which ensured that people using the service were protected against the risk of receiving care and treatment that was inappropriate or unsafe, by carrying out risk assessments and producing care plans which were tailored to the individuals needs.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 05: Food and drink should meet people's individual dietary needs

The registered person ensured that people were provided with adequate, healthy and well balanced hydration and nutrition. This ensures their wellbeing and reduces the risk of poor nutrition and dehydration.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 06: People should get safe and coordinated care when they move between different services

The registered person made suitable arrangements by liaising and cooperating with other professionals who were involved in people's care. This ensured that the care provided was seamless and that people's needs were met in various health and social care settings.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

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

The registered person made suitable arrangements ensuring people using the service were safeguarded against the risk of abuse, by means of taking reasonable steps to identify the possibility of abuse and responding appropriately to allegations of abuse.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

The registered person took reasonable steps which ensured that people using the service and visitors were protected against the risk of acquiring infections by providing training, protective disposable clothing and robust infection control procedures.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

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

The registered person protected people using the service against the risk of unsafe use and management of medication.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

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

The registered person made arrangements to protect people using the service and staff from risks associated with the premises.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

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

The registered person operated an effective recruitment procedure, which ensured that persons employed were of good character and had some skills, qualification or experience which were necessary in the performance of the job. It was not always evident that documents were authenticated, which could mean that people using the service were not supplied with staff who were suitable to do the work.

- Overall, we found that Maksanus Care Services Ltd was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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

The registered person ensured that sufficient suitably qualified, skilled and experienced carers were available to provide support to people using the service when required.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard

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

Arrangements were in place to ensure that staff were appropriately trained and supported in carrying out their caring responsibilities. This ensured that suitably trained and skilled staff were provided to people using the service.

- Overall, we found that Maksanus Care Service Limited 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

The registered person had systems in place which ensured that the quality of service was regularly monitored and assessed. This maintained a good quality service to people using the service.

- Overall, we found that Maksanus Care Services Ltd was meeting this essential standard.

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

The registered person was willing to respond to complaints. They had appropriate procedures in place to record complaints and any action taken to ensure complainants were satisfied. There were also procedures to record any measures taken to improve the service provided as a result of learning from complaints.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard

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

The registered person ensured that accurate records of the person were maintained and stored safely to protect their identity.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard

Actions we have asked the service to take

We have asked the provider to send us a report within 28 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.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. Any regulatory decision that CQC takes is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 using the service spoken with told us that staff treated them with respect and carried out their support in a dignified manner.

We spoke with relatives who told us, that the agency looked after their relative extremely well and built up an excellent rapport and understanding of the person's needs and wishes.

"The agency is providing care with a personal touch and makes efforts to get to know the person".

Another person told us that they were satisfied with the care provided and had been involved in the care planning.

"They asked me how I like to be supported and involved me in my care plan".

Other evidence

We viewed care plans, which were of very high standard and provided detailed information about the person's needs and care requirements. Care plans were person centred, putting the person in the centre of their care and had been reviewed regularly and updated if needs had changed.

People using the service and their relatives were involved in the assessment process, care planning process and review process.

Risks to the person were assessed during the initial assessment and a risk

management plan was drawn up together with the person and any significant others.

Our judgement

The registered person ensured that people using the service were supported with dignity and respect, and their independence was promoted. This ensured their full participation in their care based on the person centred principle.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 02: 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 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

We asked people using the service if they were able to talk to staff and change care practices which they didn't like or didn't feel were suitable.

One person told us, "they call me regularly and ask me if I would want to have anything changed".

Another person told us. "Maksanus Care Services was recommended to me by a neighbour and I chose the agency by myself and they do for me what I want them to do".

Other evidence

We noted that care plans were signed by people using the service or their relative and people consented to the care provided by the agency.

We viewed a range of policies and procedures relating to mental capacity and deprivation of liberty in the agency's policy folder.

We received information from the agency as part of this review. The provider told us that people can choose the type of care they want on a daily basis, e.g. strip washes, bath or shower.

The provider told us that all prospective people are involved in a pre-assessment, which enabled them to discuss issues relevant to their care.

Our judgement

The registered person had suitable arrangements in place, which ensured that consent was obtained from people in relation to the care and treatment provided.

- Overall, we found that Maksanus Care Service Limited 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

We asked people if they felt that their care was tailored around their needs and if they were involved in planning their own care, treatment and support. People were very positive about the care provided by the agency and felt that the care was tailored around their needs. People made the following comments in a survey undertaken by the provider in the beginning of this year.

"All aspects of care provided are absolutely brilliant".

"The care provided is far above anything I have experienced from any other care company".

We asked a relative if he felt the agency was meeting the needs of the person. The relative told us that without the care provided by the agency their relative would no longer be able to manage at home on their own.

"Best thing happening to (name of the person), without them she would have been in hospital".

We asked people if they knew where their care plans were kept. People spoken to told us that there was a grey folder in their home, which contained their care plans and is used by staff.

"I have a grey folder and they use it regularly to record what they were doing".

Other evidence

The agency told us that once a referral was received an initial assessment was carried out together with the person or any significant other to ensure all relevant information was obtained to provide good individualised, person centred care. Our assessments were centred on the persons needs. Once we assessed people we continually

communicate with anybody involved and implement a proposed care plan, which would be subject to change if people were unhappy with the care proposal'.

Care plans we assessed during our visit were of very high standard, detailed and personalised. Regular reviews were evident and people using the service were involved in the review process. All care plans contained detailed risk assessments, with sound risk management plans to protect people from falls, inappropriate handling, their environment, equipment being used, their behaviour, etc.

Our judgement

The registered person made appropriate steps which ensured that people using the service were protected against the risk of receiving care and treatment that was inappropriate or unsafe, by carrying out risk assessments and producing care plans which were tailored to the individuals needs.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 05: 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 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

We asked people if staff provided meals and drinks for people. A relative told us that he was extremely happy with the meals provided and that as a result of the nutritious, healthy and well balanced diet the person's health and weight has improved.

"Previously we used meals on wheels, but we did not like it. The carer now cooks every meal fresh and purees it down enabling the person to eat it"

Another comment made in one of the surveys we viewed.

"The meal preparation is excellent and staff provides a balanced diet".

None of the people spoken to raise concerns that dietary or hydration needs of people using the service were not met.

Other evidence

The agency assessed nutritional needs in peoples' care plans. The manager told us that meals provided were precooked during the weekend and frozen in single portions. The manager said, "staff will defrost the meal and cook rice or potatoes with it".

Our judgement

The registered person ensured that people were provided with adequate, healthy and well balanced hydration and nutrition. This ensures their wellbeing and reduces the risk of poor nutrition and dehydration.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 06: 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

The provider is compliant with Outcome 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

We discussed with people if the provider passed on relevant information about their care to others who were involved in their care. A relative told us. "They arrange all GP appointments and attend appointments passing on relevant information to the doctor".

Other evidence

The manager told us that they liaised with doctors, outside professionals and social workers in relation to the care provided to people. The manager gave one example, of assisting a person by liaising with the funding authority for a better care package.

Our judgement

The registered person made suitable arrangements by liaising and cooperating with other professionals who were involved in people's care. This ensured that the care provided was seamless and that people's needs were met in various health and social care settings.

- Overall, we found that Maksanus Care Service Limited 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

We asked people if they felt safe and protected from abuse and if they were able to raise any concerns with carers and office staff.

People spoken with felt safe in the presence of carers supplied by the agency and raised no concerns in regards to unsafe or inappropriate care practices.

Comments made by people using the service and relatives included

"I am very happy with the care provided by the agency".

"The manager contacts me regularly asking me for any feedback in relation to the care of my relative".

"The regular visits keep my relative safe".

Other evidence

We viewed a very detailed safeguarding folder containing local as well as national guidance on adult abuse. Staff attended adult protection training and demonstrated good understanding in how to report allegations of abuse when interviewed.

The provider declared compliance in the compliance assessment sent to us. We noted in a staff file that action has been taken by the agency following a member of staff not adhering to policies in place to protect people using the service.

Our judgement

The registered person made suitable arrangements ensuring people using the service were safeguarded against the risk of abuse, by means of taking reasonable steps to identify the possibility of abuse and responding appropriately to allegations of abuse.

- Overall, we found that Maksanus Care Service Limited was meeting this essential standard.

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

We asked people using the service if agency staff wore protective clothing and followed appropriate hygiene procedures, minimising the risk of the spread of infections. Every body spoken with confirmed that carers understood infection control procedures and followed appropriate hand hygiene procedures.

One comment made by a person using the service.

"The carers wash their hands and always use gloves". "There are boxes of gloves in the house".

Other evidence

Carers received infection control and Health and Safety training during their induction. The manager demonstrated good knowledge of infection control procedures and has overall responsibility for health and safety matters, which ensured that infection control policies and procedures were followed.

Our judgement

The registered person took reasonable steps which ensured that people using the service and visitors were protected against the risk of acquiring infections by providing training, protective disposable clothing and robust infection control procedures.

- Overall, we found that Maksanus Care Service Limited was meeting this essential 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

We asked people if they were satisfied with staff supporting them in the administration of medication. None of the people spoken to confirmed that staff administered medication. One person told us that staff assist and remind the person to take the medication prescribed by the doctor and they were happy with this as it meant medication was not missed.

Other evidence

The manager told us that staff took part in medication training, which was confirmed by staff spoken to and records made available as part of this review. Staff also explained that they didn't administer medication, but remind people using the service to take their medication at the specified time.

We found records in daily logs of staff assisting people to take their medication.

Our judgement

The registered person protected people using the service against the risk of unsafe use and management of medication.

- Overall, we found that Maksanus Care Service Limited 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

On this occasion people using the service made no comments.

Other evidence

Maksanus Care Services Ltd is an agency providing care and support in peoples' own homes. People using the service are responsible for the upkeep and maintenance of their home.

We viewed environmental risk assessments which were done as part of the initial assessment. The risk assessments recorded any risk to carers and people using the service and advised people using the service to take steps to minimise the risks.

Our judgement

The registered person made arrangements to protect people using the service and staff from risks associated with the premises.

- Overall, we found that Maksanus Care Service Limited 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

We asked people using the service if they were satisfied with and felt safe around staff. Everybody spoken with were full of compliments and praise in regards to the staff provided by the agency. Comments made by people using the service.

"Service provided by staff is excellent and is meeting my needs".

"I am very happy with carers".

"Staff is superb".

Other evidence

We looked at all staffing records during our visit to the agency's office. Staff folders contained all necessary documents such as Criminal Records Bureau checks, proof of ID, right to work in the UK, references and employment history. While references were in place, they were not stamped by the referee or verbally verified by the employer. We discussed this with the registered person and explained that without this practice it was not fully clear if references were authentic.

The provider explained to us that phone interviews were carried out prior to staff being invited to an interview.

Staff spoken with informed us that they had an interview, which was panelled by the registered person and registered manager.

The provider informed us that while the agency preferred applicants who demonstrated some experience of having worked in the care sector, they also considered applicants demonstrating the right attitude to the job.

Our judgement

The registered person operated an effective recruitment procedure, which ensured that persons employed were of good character and had some skills, qualification or experience which were necessary in the performance of the job. It was not always evident that documents were authenticated, which could mean that people using the service were not supplied with staff who were suitable to do the work.

- Overall, we found that Maksanus Care Services Ltd was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

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

There are minor concerns with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

We asked people using the service if staff was available when they required support. None of the people spoken with raised any concerns of staff not being available when required. One person told us. "Staff is on time and if they were late they called us, staff communicate well with us".

We asked people if they knew what to do in an emergency. One person told us that he would contact the registered provider or the office.

Other evidence

The agency provided support to two people at the time of our visit and to meet peoples' needs the agency employed two carers. The registered provider provided care during the week and carers were responsible for visits during the weekend.

People using the service were issued with a 'Services Users' Handbook', which provided information about office telephone numbers and information about emergency contacts.

Our judgement

The registered person ensured that sufficient suitably qualified, skilled and experienced carers were available to provide support to people using the service when required.

- Overall, we found that Maksanus Care Service Limited was meeting this essential 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 using the service told us that staff were experienced and knew what they were doing, when we asked them if staff were suitably qualified. People using the service made the following comments.

"Staff know what they are required to do and are very helpful". "They go the extra mile".

Other evidence

We asked staff if they felt supported by the registered manager. Staff told us that they would call the office or out of hours telephone number if they encountered any problems. They confirmed that they had planned meetings in the office and were provided with training.

Training records viewed demonstrated that staff had various skills and training backgrounds. All staff had an induction training during which they received training in adult abuse, Fire Safety, Manual Handling and Health and Safety. The registered person told us that the agency was able to access training provided by the local authority.

One member of staff told us: "I am happy to work for the agency and Theresa is very supportive".

Our judgement

Arrangements were in place to ensure that staff were appropriately trained and supported in carrying out their caring responsibilities. This ensured that suitably trained and skilled staff were provided to people using the service.

- Overall, we found that Maksanus Care Service Limited 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 asked people how they perceived the quality of care provided by the agency. People told us, "the care provided is very good", "the care made a difference to the person", "care given by the agency cannot be repaid", "I am very happy with the care". We asked people if they were approached by the agency to feedback about the care they have received. People told us that they had various opportunities to provide their feedback about the care and support provided.

One person told us, "I have filled out a questionnaire about two months ago; I found the questions a little bit confusing". Another comment made, "the agency contacts me almost every day to find out if there are any problems".

Other evidence

We viewed in peoples' care plans records of observation visits undertaken by the registered provider to monitor the performance of staff and the satisfaction of people using the service.

Annual questionnaires were issued to people using the service and it was noted that all feedback received was extremely positive. The provider told us that the template used for the annual questionnaires was provided by the Care Quality Commission.

The provider told us that detailed risk assessments ensured that the quality of care was maintained and that the agency was willing to respond to criticism and learn from near misses.

Our judgement

The registered person had systems in place which ensured that the quality of service

was regularly monitored and assessed. This maintained a good quality service to people using the service.

- Overall, we found that Maksanus Care Services Ltd was meeting this essential standard.

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

We asked people using the service if they had any complaints and how they would raise complaints. None of the people spoken to had any complaints about the care and support provided. People also told us that they knew how and who to complain to. Comments made: "I have no complaints, but if I would I contact the office and speak to the owner".

"We have received very detailed information about the agency and how to make a complaint".

Other evidence

The registered person told us that the agency had not received any complaints since registering in April 2010. We viewed the complaints procedure, which was available in the 'Service Users' and 'Staff' handbook and was of good standard.

Our judgement

The registered person was willing to respond to complaints. They had appropriate procedures in place to record complaints and any action taken to ensure complainants were satisfied. There were also procedures to record any measures taken to improve the service provided as a result of learning from complaints.

- Overall, we found that Maksanus Care Service Limited 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

We asked people if they knew where the agency kept their personal records and if they were happy with these arrangements. People using the service voiced satisfaction with the maintenance and storage of personal records. One comment made. "I have a grey folder which is kept in my house, nobody else can see it".

Other evidence

The agency had a record keeping policy in place. All personal records were safely stored in a lockable filing cabinet in the agency's office. The provider told us that information kept on the computer was password protected and this ensured that people's identity was protected.

Records viewed during our visit were of good standard and well maintained.

Our judgement

The registered person ensured that accurate records of the person were maintained and stored safely to protect their identity.

- Overall, we found that Maksanus Care Service Limited 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	Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 12: Requirements relating to workers
	<p>Why we have concerns:</p> <p>The registered person operated an effective recruitment procedure, which ensured that persons employed were of good character and had some skills, qualification or experience which were necessary in the performance of the job. It was not always evident that documents were authenticated, which could mean that people using the service were not supplied with staff who were suitable to do the work.</p>	

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 28 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 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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