

Review of compliance

Prosignia Ltd Surrey Care Solutions	
Region:	London
Location address:	Capitan House 1c Church Road Croydon Surrey CR0 1SG
Type of service:	Domiciliary Care Service
Publication date:	12/05/2011
Overview of the service:	Surrey Care Solutions is registered to provide domiciliary care for adults with learning disabilities. The Registered Providers declared their compliance with the essential standards of quality and safety at the time of their registration however, the agency is not yet operational.

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

What we found overall

We found that Surrey Care Solutions was meeting all the essential standards of quality and safety we reviewed.

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. At the time of our last review of their service they were not operational therefore we contacted them to ask if this situation had changed.

They have provided us with written confirmation to say that they are not yet employing any staff or providing care to any service users. They have agreed to contact us as soon as they become operational and we will undertake another review of their services at that time.

What people told us

Surrey Care Solutions are not currently providing a service for anyone.

What we found about the standards we reviewed and how well Surrey Care Solutions 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
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 5: Food and drink should meet people's individual dietary needs
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 6: People should get safe and coordinated care when they move between different services
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 7: People should be protected from abuse and staff should respect their human rights
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way
Surrey Care Solutions are not currently providing a service for anyone.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare
Surrey Care Solutions are not currently providing a service for anyone.

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

Surrey Care Solutions are not currently providing a service for anyone.

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

Surrey Care Solutions are not currently providing a service for anyone.

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

Surrey Care Solutions are not currently providing a service for anyone.

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

Surrey Care Solutions are not currently providing a service for anyone.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Surrey Care Solutions are not currently providing a service for anyone.

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

Surrey Care Solutions are not currently providing a service for anyone.

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

Surrey Care Solutions are not currently providing a service for anyone.

Action we have asked the service to take

We have asked the service to inform us when they become operational. We will then undertake a further review to ensure that they are complying with the essential standards of quality and safety.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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

The provider is compliant
with outcome 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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

The provider is compliant
with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

Outcome 8: 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 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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
The service is currently not operational. They declared compliance at the time of their registration and have explained how they will achieve this. We have asked them to inform us when they start to provide care and support to anyone and we will then undertake a further review.

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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