

Review of compliance

Renbridge Associates Ltd Home Instead Senior Care	
Region:	West Midlands
Location address:	Suite 15, Telford Business Centre Halesfield Business Park, Halesfield 8 Telford Shropshire TF7 4QN
Type of service:	Domiciliary care service
Date of Publication:	January 2012
Overview of the service:	Home Instead provides personal care and support to people living in their own homes.

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

Our current overall judgement

Home Instead Senior Care 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 to check whether Home Instead Senior Care had made improvements in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 16 - Assessing and monitoring the quality of service provision

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 15 December 2011, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We carried out this review to check on the care and welfare of people who used this service.

We did not review every outcome for this provider. We were proportionate in our approach and focused on outcomes four and 16.

There were many positive comments and overall people were pleased with the care and support they received. Many comments were made about staff being kind and caring, helpful and very friendly.

People who use the service said they received information before they agreed to the service. They said they had their needs assessed and were monitored closely by the staff involved with their care.

People were treated as individuals and any changes to care communicated to the care workers speedily which ensured consistent quality care. People were particularly pleased with the communication of the provider. They stated that whenever a care worker had to be changed, the owner came out with the alternative staff member and introduced them.

What we found about the standards we reviewed and how well Home

Instead Senior Care was meeting them

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

People are assisted to make choices about their care which reflects their views and wishes. They are treated with dignity and respect in their own home.

People receive care that is consistent and meets their own assessed needs.

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

Effective systems are in place to monitor risks and to review the quality of the service provided.

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 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 told us of the kindness that staff showed them and that they felt well looked after. They spoke highly about the staff and the manager and described their care as excellent. One person told us "They communicate with us and tell us when things are changing. I am really pleased to have this agency caring for my relative".

Another person described how the staff spoke with them whilst providing care. They said staff behaved respectfully towards them and listened to their opinion.

People we spoke with considered they were safe in their own homes. They said they were confident in raising any concerns with their care workers or the manager and felt that their concerns were listened to and acted upon.

Other evidence

The agency kept records that detailed the care agreed with and provided to people who used the service. We were shown an example when we visited the agency's office. The information was clear and described people's needs, care required and who was involved in providing their care.

The manager spoke of treating people as individuals and how they provided care to meet diverse needs of people in the local community. They acknowledged people's beliefs, gender and preference for male/female care workers to carry out any intimate care. People received care that was individual to their needs and reviewed on a regular basis.

We spoke with staff who understood the agency's ethos of care provision. An example of a current care episode was discussed and the issues around providing care whilst trying to respect the person's individuality and preference. Staff showed they had the information they needed and a clear understanding of how to offer care to each person. They demonstrated they tried to provide care that met the expectations of the person receiving a service.

We looked at one staff record that confirmed they had received training on keeping people safe in their own home. Staff were trained in assessing risk and helping people to make choices while considering any risk to the people in their care or themselves.

Our judgement

People are assisted to make choices about their care which reflects their views and wishes. They are treated with dignity and respect in their own home.

People receive care that is consistent and meets their own assessed needs.

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 who used the service told us they had been given the opportunity to comment on the service provided through written satisfaction surveys and telephone calls. If people lacked capacity to participate then assistance had been given via relatives or advocates.

Other evidence

The manager explained the systems in place to monitor the quality of the service. These included informal daily discussions, regular meetings with staff, regular contact with people who used the service, general staff meetings, supervision, complaints monitoring, service audits and health and safety checks.

Our judgement

Effective systems are in place to monitor risks and to review the quality of the service provided.

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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Author	Care Quality Commission
Audience	The general public
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