Consummate Care (UK) Ltd
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<tr>
<th>Region:</th>
<th>West Midlands</th>
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<tr>
<td>Location address:</td>
<td>Citibase</td>
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<td>101 Lockhurst Lane</td>
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<td>Coventry</td>
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<tr>
<td>Type of service:</td>
<td>Domiciliary care service</td>
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<tr>
<td>Date of Publication:</td>
<td>August 2012</td>
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<tr>
<td>Overview of the service:</td>
<td>This service is registered to provide personal care. It operates as a domiciliary agency, providing care to people in their own homes.</td>
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Our current overall judgement

Consummate Care (UK) Ltd was meeting all the essential standards of quality and safety inspected.

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 Consummate Care (UK) Ltd had taken action in relation to:

Outcome 01 - Respecting and involving people who use services
Outcome 04 - Care and welfare of people who use services
Outcome 07 - Safeguarding people who use services from abuse
Outcome 12 - Requirements relating to workers
Outcome 17 - Complaints

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 20 July 2012, checked the provider's records, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We made an unannounced visit to Consummate Care's office on Monday 23 July 2012.

There were 11 people using the service at the time of our inspection.

We looked at the care files of four people and telephoned three of them to ask them about their experience of using the service.

People using the service told us care staff were friendly and polite. They said care staff stayed long enough to do everything they needed and that staff take their time and do not rush. People's comments included,

"I am confident that staff are knowledgeable and competent."

"I tell them what to do and they do it."

We spoke with the manager, the owner of the agency ('the provider') and a care co-ordinator. We also looked at some records relating to the running of the agency such as the complaints log and staff personnel files.
What we found about the standards we reviewed and how well Consummate Care (UK) Ltd 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 was meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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

The provider was meeting this standard. People were cared for, or supported by, suitably qualified, skilled and experienced staff.

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

The provider was meeting this standard. There was an effective complaints system available. Comments and complaints people made were responded to appropriately.

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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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
We spoke with three people using the service provided by Consummate Care.

People we spoke with told us that staff are always polite and treated them with respect.

People told us the agency had given them written information about the service they provide.

People spoken with told us that staff are always polite and treated them with respect. We were told care staff are helpful and friendly, one person told us, “I feel like I am in control of what is happening to me. I tell them what to do and they do it.”

People we spoke with confirmed that a member of staff from the agency visited them to agree their support plan.

Other evidence
We looked at four care plans and observed that they were person centred. They were written with the specific needs of the person in mind and from their perspective. This should promote effective support.
People we spoke with said that they were consulted and involved in their care and they were given an opportunity to agree their care plans. We saw further evidence of this when we looked at people’S care files and saw they had signed their care plans to indicate their agreement.

Our judgement
The provider was meeting this standard. People’s views and experiences were taken into account in the way the service was provided and delivered in relation to their care.
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

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<td>The provider is compliant with Outcome 04: Care and welfare of people who use services</td>
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<th>Our findings</th>
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| **What people who use the service experienced and told us**  
We spoke with three people using the service provided by Consummate Care.  
They told us care staff were friendly and polite. People said care staff stayed long enough to do everything they needed and that staff take their time and do not rush.  
People’S comments included,  
"I am confident that staff are knowledgeable and competent."  
"I tell them what to do and they do it."  
One person said they had a copy of their care plan in their home.  

**Other evidence**  
There were eleven people receiving personal care from Consummate Care at the time of our inspection. We looked at the care files for four people using the service. We chose people with different support needs to give us an understanding of how people with varying levels of need were supported.  

All the files we sampled contained an assessment of need completed by a health care professional or a social worker. There was a care plan and needs assessment completed by Consummate Care in three out of the four files we looked at. The manager told us the fourth person “felt threatened by bureaucracy” and declined to be involved in an agency care plan. We discussed with the manager that it was necessary
to demonstrate that staff knew what was expected of them when they attended the person’S home to deliver care. Following our inspection visit the manager confirmed that a care plan and been developed and stored in the agency office. Staff had read and signed it to record they had seen and understood it.

The care plans we saw contained detailed information about the support people required to meet their individual needs. This should mean that staff are provided with information about the actions they need to take to meet people’S needs.

One person whose care we looked at needed help with moving and handling. Assessments had been completed and plans were in place to manage any identified risks, including the use of equipment. Training records showed that staff complete moving and handling training. We were told us that this training was also a practical session that included how to use a hoist. When we spoke to the person they said they felt safe during moving and handling procedures and that care staff were competent and knew what they were doing.

We saw evidence of the visit records completed by staff. These showed that staff were recording the tasks completed and confirmed they stayed the time allocated.

Our judgement
The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.
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 spoke with three people using the service provided by Consummate Care. They told us staff "know what they are doing." People spoken with agreed that they felt safe when staff delivered their care.

Other evidence
The care files we looked at showed that risks associated with the care of people using the service are assessed and reviewed. Manual handling assessments were in place and staff complete moving and handling training, including the use of a hoist. Training records we looked at showed staff complete the training required to work with people safely.

Consummate Care has a policy in place for responding to suspicion or allegations of abuse. A copy of local authority multi-agency guidelines was available for reference. The manager was aware of his role and responsibilities in responding to allegations of abuse.

Records confirmed that staff receive abuse awareness training to safeguard vulnerable adults.

We saw evidence that when care workers reported concerns about a person using the service, senior staff made an appropriate referral to the local authority.

We looked at the recruitment records for two care staff, all the required documents were
available to evidence staff are properly checked before they start working with vulnerable people using the service.

A range of health and safety policies and procedures are in place to ensure the health safety and welfare of staff and people using the service. Staff have access to training to promote the health and safety of people using the service including infection control, food hygiene and fire safety. The provider might find it useful to note that staff training records sent to us show that not all of the staff have the range of health and safety training required. For example, only two staff have first aid training.

Our judgement
The provider was meeting this standard. People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.
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

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<td>The provider is compliant with Outcome 12: Requirements relating to workers</td>
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<td><strong>What people who use the service experienced and told us</strong></td>
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<tr>
<td>We spoke with three people using the service provided by Consummate Care.</td>
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One person said, "I am confident that staff are knowledgeable and competent." Another person commented, "Staff are very professional."

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<tr>
<td>We found that the provider had met the compliance action we issued during our inspection of this service in August 2011 when we were concerned that the provider was not undertaking sufficient checks before staff started working with the vulnerable people using the service.</td>
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We looked at the personnel files of two staff. Each file contained evidence that satisfactory pre-employment checks such as Criminal Record Bureau (CRB), Independent Safeguarding Authority (ISA), and references were obtained before staff started working with service users.

Information in staff files and discussion with staff evidenced that a staff induction programme is in place, which includes shadowing an experienced worker until the care worker is deemed competent.

Staff files contained a training record that confirmed staff receive mandatory training, such as manual handling safeguarding and are regularly updated. |
Records show that individual supervision sessions for staff, including observed practice, have been taking place.

**Our judgement**
The provider was meeting this standard. People were cared for, or supported by, suitably qualified, skilled and experienced staff.
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
There was an effective complaints system available. Comments and complaints people made were responded to appropriately.

We spoke with three people who were using the service.

People told us they knew how to make a complaint and were able to identify the manager by name. People said they felt confident their concerns would be listened to and acted upon.

Other evidence
Consummate Care has a formal complaints policy which is included in the service user's guide which is given to people using the service.

People's complaints were fully investigated and resolved where possible to their satisfaction.

The manager maintains a record of complaints and concerns received by the agency. We saw evidence of one complaint in the last 12 months about a missed call. Records showed the manager investigated the concerns objectively and wrote to the person making the complaint to tell them about the outcome.

Evidence was available to confirm that concerns raised verbally are taken as seriously as more formal, written complaints.
Our judgement
The provider was meeting this standard. There was an effective complaints system available. Comments and complaints people made were responded to appropriately.
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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions**: These are actions a provider must take so that they achieve compliance with the essential standards. 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

<table>
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<tr>
<th>Document purpose</th>
<th>Review of compliance report</th>
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<tbody>
<tr>
<td>Author</td>
<td>Care Quality Commission</td>
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<td>Further copies from</td>
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### Care Quality Commission

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