

# Review of compliance

Jardine Care Limited t/a Home Instead Senior Care  
Home Instead Senior Care

<b>Region:</b>	London
<b>Location address:</b>	Suite 9, Crest House 102-104 Church Road Teddington Middlesex TW11 8PY
<b>Type of service:</b>	Domiciliary care service
<b>Date of Publication:</b>	October 2012
<b>Overview of the service:</b>	Home Instead is registered to provide personal care to people in their own homes. The agency is based in Teddington and provides a service to people living in the borough of Richmond upon Thames.

# 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 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 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 13 September 2012, 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 used a number of different methods to help us understand the experiences of people using the service, because the people using the service had complex needs which meant they were not able to tell us their experiences.

We spoke with the relatives of four people using the service who told us that the staff were kind compassionate and helpful. One person said "I can't praise them highly enough, they are exemplary". The people we spoke with were all complimentary of the service and staff, adding that they had confidence in the service provided to their relatives. One person told us that 'staff couldn't be better' while another said, "I can't believe how much they manage to achieve while they are here".

### What we found about the standards we reviewed and how well Home Instead Senior Care 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 privacy, dignity and independence were respected and their 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 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills**

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of the service that people receive.

**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 four people whose relatives use Home Instead. People told us that staff demonstrated respect and were courteous to them and their relatives. One person said, "they are kind and thoughtful and nothing is too much trouble". Another relative said "they are absolutely fantastic, compassionate and very experienced".

#### Other evidence

We spoke with six staff and asked how people were involved in the care provided. Staff explained that relatives were involved from referral through to delivery of care and that there was frequent dialogue once the service had started. Staff gave examples of when they had communicated with relatives to keep them informed of relevant information.

We looked at documents, records and care plans which clearly illustrated that regular verbal and written communication was used to exchange information and record messages related to people's care and support.

Staff gave examples of how they involved people on each visit including supporting people to make choices about their clothes, shopping, food and visits. Staff also provided examples of a range of interests, hobbies, and activities that people enjoyed and participated in, including religious worship, games, historical events, theatre and

art. Staff described how each person received an introductory visit to assess their needs and provide an individual and tailored service. People were supported in promoting their independence and community involvement.

We saw that people were given a detailed service handbook prior to receiving care and support. We looked at records documenting how people's views were collected and used to inform service decisions and agreements for consent to provide care and support. People who use the service were given appropriate information and support regarding their care or treatment.

**Our judgement**

The provider was meeting this standard. People's privacy, dignity and independence were respected and their 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

#### 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 spoke with relatives of people who were using the service and they told us that they were very pleased with the care that was provided. People spoke to us about how Home Instead interviewed them to understand the needs of their relatives and how this was used to match a staff member with similar interests. People told us that the service was excellent and they couldn't be happier with the staff and the care provided.

One person said "they are always on time and if there are any problems they always telephone in advance and let us know". Another person said "the continuity of care we receive is important and we really value that".

##### Other evidence

We spoke with staff who explained the individual care and support needs of several people using the service. Staff conveyed how people received their care and knew what people wanted and what was important to each person. We looked at the initial person centred assessments, care plans and reviews – these were fully completed and outlined how the service was provided and the care delivered. Records were clearly maintained, included details of individual needs and personal choices and medical histories and medication. We were advised that people using the service had to be self-medicating or required only prompting or reminding to take their medication. The information presented was sufficient, current and accurate. We spoke with staff to verify information we found in people's notes. People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

We asked how people from different cultures were supported and represented and staff told us that they match care workers to people's needs and interests, and offered same gender support to promote continuity. Home Instead had recruited staff from across diverse backgrounds and integrated their skills to meet the needs of people using the service.

**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 used a number of different methods to help us understand the experiences of people using the service, because the people using the service had complex needs which meant they were not always able to tell us their experiences.

We spoke with relatives of people using Home Instead and all those we talked with expressed satisfaction with the service. They told us that Home Instead managed the care well and they had confidence in staff to provide safe care and support. One person quoted "I trust the staff; we have a lovely care worker who has made such a difference".

##### Other evidence

We spoke with staff and asked them questions about how they safeguard and protect vulnerable adults they support. Staff we spoke with were able to provide clear descriptions of what was meant by the term 'safeguarding' and 'abuse' and confirmed that they had received training to support their work. Staff training records confirmed this. We looked at care plans which illustrated how risks to people were assessed, reviewed and addressed.

Staff also received a range of training including person centred care, risk assessments and information on the Mental Capacity Act 2005, and were able to explain aspects of the Act in relation to their work.

We looked at staff records which reflected that staff had been recruited with relevant

career histories and that both references and Criminal Record Bureau checks had been requested and received prior to their employment.

The provider may wish to note that while Home Instead had policies and procedures for reporting concerns of safeguarding, these were not always being fully utilised. We learned of one case where an incident was not reported to the local safeguarding team; however the incident was fully addressed and recorded immediately within the service.

Senior staff used regular staff supervision sessions to discuss the protection of vulnerable adults and how to recognise signs of potential abuse.

**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 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

We haven't been able to speak to people using the service because some people had complex needs which meant that they were not always able to tell us about their experiences. We spoke with several relatives of people using the service who explained that staff fulfilled their roles and were confident in their work. One person told us that the care worker was "extremely sensitive and caring and had the right approach" while another relative told us that "staff are keen to maintain the rules, are flexible, experienced, sensible and tactful".

##### Other evidence

We spoke with six staff at Home Instead and asked questions about the support and training that they received. Staff were initially supported by attending a comprehensive induction process, followed by an ongoing training programme. Training included safeguarding vulnerable adults, manual handling, health and safety, risk assessments, medication awareness, food hygiene and fire training. We saw that staff recruited had a range of health and social care qualifications and or experience in a related area of care.

There was evidence that staff were being developed, supported and promoted within their roles. Staff received appropriate professional development and were able, from time to time, to obtain further relevant qualifications. We spoke with staff about the support they received through staff supervision and annual appraisals and looked at records supporting this. Staff told us that they felt very well supported and could raise any concerns they had with their senior colleagues and managers. On the day of our inspection the manager was preparing for staff supervision.

We looked at records of group staff meetings and read the minutes from these. Staff validated that meetings were happening and they were able to report progress from the meetings. The service provided a comprehensive staff handbook and a policy and procedure file was kept in the office for staff to read.

**Our judgement**

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 used a number of different methods to help us understand the experiences of people using the service, because the people using the service had complex needs which meant they were not always able to tell us their experiences.

We looked at records and asked staff about how they gathered, recorded and evaluated the service. People who use the service, their representatives and staff were asked for their views about their care and treatment and these were acted on.

##### Other evidence

We looked at the complaints policy and records of compliments and complaints. We saw that people's feedback had been positive and complimentary of the service and of the care and support they had received. We read letters and notes from the satisfaction surveys carried out by Home Instead; these indicated that the service was being regularly monitored.

Staff explained the role of 'spot checks' and that staff were visited and monitored to ensure that people were receiving the service agreed. There were some records of staff attendance and time keeping and we were shown documents used to monitor how the service was being offered and audited. We looked at records including the statement of purpose, service reviews and quality assurance forms and asked how these were used to manage the quality of the service. We spoke with senior staff who advised us that they were continually reviewing how to manage the service. Decisions about care and treatment were made by staff at the appropriate level.

The provider may wish to note that while there were effective records illustrating that people's feedback was captured, other aspects of the quality audit trail was less robust. Staff training and spot check visits, whilst taking place, were more difficult to overview and track. We spoke with senior staff about this who explained that they were relying on two different audit systems for different aspects of the business monitoring process.

**Our judgement**

The provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of the service that people receive.

# 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

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