



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Care Nursing Ltd

**3/5 Prestbury Road
Macclesfield
Cheshire
SK10 1AU**

Lead Inspector
Wendy Smith

Unannounced Inspection
15th January 2008 10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Domiciliary Care*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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SERVICE INFORMATION

Name of service	Care Nursing Ltd
Address	3/5 Prestbury Road Macclesfield Cheshire SK10 1AU
Telephone number	01625 613736
Fax number	01625 611767
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	Care Nursing Limited
Name of registered manager (if applicable)	Susan Mary Ritchie
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 8th March 2007

Brief Description of the Service:

Care Nursing Limited has been operating since 1987 and has offices near to the centre of Macclesfield: care parking is available at the back of the building. Care Nursing Limited is a privately owned domiciliary care agency providing personal care and support to individuals in their own homes. The services provided include personal care, domestic duties, and support with social and leisure activities. The agency provides 24 hours per day, seven days per week care.

Fees are from £15 per hour.

SUMMARY

This is an overview of what the inspector found during the inspection.

The quality rating for this service is **2 star**. This means the people who use this service experience **good** quality outcomes.

The inspection of Care Nursing was carried out by two inspectors on 14th January 2008. It included an unannounced visit to the office followed by visits to four service users in their homes. Time was spent speaking with the managing director, the service manager, and the training manager, and looking at records. At the time of the visit the agency was providing services for about 200 service users and employed approximately 53 care staff.

These numbers are not precise because of changes taking place in January 2008 with the contracts awarded by Cheshire County Council to Domiciliary Care Agencies. Care Nursing have been allocated 55 new service users, but may not be able to continue providing services to some other people who live in certain areas. Similarly, they have gained some new staff who have transferred from another agency, but will lose other staff in areas that they will no longer cover.

As part of the inspection, survey questionnaires were sent to service users and staff. Surveys were completed and returned by four service users and nine members of staff. An annual quality assurance assessment was completed by the service manager to provide information about the agency.

What the service does well:

All of the service users spoken with, and those who completed a comments card, were very satisfied with the service provided to them. Their comments included: *I am very pleased with the treatment I receive: they are wonderful: excellent attitude, all know their job.*

All staff receive comprehensive training including a full induction and on-going updates. There is an established system of staff appraisal and supervision and all of the staff who completed questionnaires considered that they were supported well. Their comments were: *I can always discuss any problem I have with my manager at any time: we have every opportunity to go to the manager to discuss our work: Good support, good communication.*

The service is well managed by a competent and experienced management team. The agency maintains a quality assurance system that is externally verified and this ensures a good quality and reliable service.

What has improved since the last inspection?

Action has been taken to address the requirements that were made at the last CSCI inspection. Good assessments of service users' needs were in place. All new staff have two written references. All staff have received moving and handling training.

What they could do better:

The agency is currently providing a very good service, however discussion with the management team, and comments made by staff and service users, showed that the agency is always looking for ways to improve the service provided.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

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Scoring of Outcomes

Statutory Requirements Identified During the Inspection

User Focused Services

The intended outcomes for Standards 1 – 6 are:

1. Current and potential service users and their relatives have access to comprehensive information, so that they can make informed decisions on whether the agency is able to meet their specific care needs.
2. The care needs requirements of service users and their personal or family carers when appropriate, are individually assessed before they are offered a personal domiciliary care service.
3. Service users, their relatives and representatives know that the agency providing their care service has the skills and competence required to meet their care needs.
4. Each service user has a written individual service contract or equivalent for the provision of care, with the agency, except employment agencies solely introducing workers.
5. Service users and their relatives or representatives know that their personal information is handled appropriately and that their personal confidences are respected. In the case of standards 5.2 and 5.3, these do not apply to employment agencies solely introducing workers.
6. Service users receive a flexible, consistent and reliable personal care service. In the case of standards 6.3 and 6.4 these do not apply to employment agencies solely introducing workers.

The Commission considers Standard 2 the key standard to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Standard 2

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service.

The needs of service users are assessed before a care service is provided so that people can be sure that the agency will be able to meet their needs.

EVIDENCE:

Most service users are referred to the agency by Cheshire County Council, although some are privately funded and others are using Direct Payments. Care Nursing has been awarded a contract to provide a domiciliary care service

to people in the Macclesfield area from January 2008. The agency has gained 55 new service users who have transferred from another provider. The care notes relating to these people have been transferred to Care Nursing, however the senior team leaders are currently carrying out new assessments for these people and putting Care Nursing documentation into place for them.

Prospective service users are visited at their home by one of the agency's senior members of staff and a needs assessment and a risk assessment are carried out. A sample of service users' files was inspected at the office and provided evidence of thorough assessments being carried out. Service users also have a copy of the assessment and care plan in their home. The written records in three service user's homes were excellent. The fourth was less detailed and needed updating to reflect a change in her care from November 2007.

Comments received from staff included: *care plans are updated when client needs change: the senior team leader always informs me of any changes in care need: care plans are updated regularly and are always available for us to read: information is always at hand and we can contact seniors always.*

Personal Care

The intended outcomes for Standard 7 – 10 are:

7. The care needs, wishes, preferences and personal goals for each individual service user are recorded in their personal service user plan, except for employment agencies solely introducing workers.
8. Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld.
9. Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
10. The agency's policy and procedures on medication and health related activities protect service users and assists them to maintain responsibility for their own medication and to remain in their own home, even if they are unable to administer their medication themselves. In the case of standards 10.8 and 10.9, these do not apply to employment agencies solely introducing workers.

The Commission considers Standards 8 and 10 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Standards 8 and 10

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service.

Service users are treated with respect and were very satisfied with the way that services are provided for them. Service users are protected by guidance in dealing with medication.

EVIDENCE:

Four service users were spoken with in their homes and spoke very highly of the care provided to them by the carers supplied by Care Nursing. Four service users who completed survey forms all considered that their privacy and dignity is always upheld when care is provided. One commented: *I am very pleased with the treatment I receive.*

They all considered that the carers were polite and respectful and that care was carried out according to their wishes and preferences all said that staff listen and act on their wishes. Comments from service users included: *they are wonderful* and *excellent attitude, all know their job*. One service users said that she didn't want male carers to visit her and this is always respected.

Service users know the management team, and who to contact if they have any problems or queries. All of the management team spend some time covering care shifts, for example when staff are off sick. One service users said that the managing director had provided a care service for them over the Christmas period.

There are clear guidelines for staff regarding service users' medication. The policy is that carers are not permitted to give medication, only to assist. The manager said that if a care plan identifies that assistance is required with medication, then additional training is provided for any staff concerned. Any assistance with medication is recorded. All staff had medication training in 2006 and/or 2007.

Protection

The intended outcomes for Standards 11 - 16 are:

- 11.** The health, safety and welfare of service users and care and support staff is promoted and protected, except for employment agencies solely introducing workers.
- 12.** The risk of accidents and harm happening to Service Users and staff in the provision of the personal care, is minimised, except for employment agencies solely introducing workers.
- 13.** The money and property of service users is protected at all times whilst providing the care service, except for employment agencies solely introducing workers.
- 14.** Service users are protected from abuse, neglect and self-harm, except for employment agencies solely introducing workers.
- 15.** Service users are protected and are safe in their home, except for employment agencies solely introducing workers.
- 16.** The health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care, except for employment agencies solely introducing workers.

The Commission considers Standards 11, 12 and 14 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

Standards 11, 12 and 14

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service.

The health and safety of service users is protected by the service's policies and procedures that are communicated to staff through training.

EVIDENCE:

Care Nursing provides policies and procedures to cover all health and safety topics. All new staff attend a five day induction training programme which includes the required health and safety subjects. Staff who completed a survey

form confirmed that they had received this training. The service manager and the training manager have achieved qualifications to teach health and safety.

All staff have a mobile phone and personal alarms are available if staff want to have one. Personal protective clothing is provided in the office or from the senior team leaders or the drivers. Carers log in and out of the service users' homes by phone. An electronic tracking system reports if any calls are missed.

Senior team leaders are qualified to carry out risk assessments in service users' homes. If further advice is needed then a manager can be called upon and will go out to visit the service user in their home. Detailed risk assessments were available for inspection. The team leaders spend approximately half of their hours out in the community and half in the office doing administration work including staff rota's.

There is a senior team leader on call at all times, and a manager provides a second tier of cover. The agency does not have its own staff handbook but staff are provided with a copy of the Homecare Workers Handbook produced by the UK Homecare Association

The Care Nursing policy manual has a section dealing with the protection of vulnerable adults. There is a copy of No Secrets in the office and all staff receive training based on No Secrets.

Managers and Staff

The intended outcomes for Standards 17 - 21 are:

17. The well-being, health and security of services users is protected by the agency's policies and procedures on recruitment and selection of staff.
18. Service users benefit from clarity of staff roles and responsibilities, except for employment agencies solely introducing workers.
19. Service users know that staff are appropriately trained to meet their personal care needs, except for employment agencies solely introducing workers.
20. The personal care of service users is provided by qualified and competent staff, except for employment agencies solely introducing workers.
21. Service users know and benefit from having staff who are supervised and whose performance is appraised regularly, except for employment agencies solely introducing workers.

The Commission considers Standards 17, 19 and 21 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

Standards 17, 19 and 21

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service.

Service users are protected by good recruitment practices and by a very high standard of staff training and supervision.

EVIDENCE:

The agency has taken on a number of new staff who have transferred from another domiciliary care agency. Records were looked at for five new staff and these showed that good recruitment procedures were followed. All staff had completed an application form and a health declaration. All had a POVA first check and a criminal records bureau disclosure had been applied for, some had been received. All staff had two written references including one from their last employer.

28 staff have a national vocational qualification in care or equivalent, 17 are currently working towards NVQ level 2, and two towards NVQ level 3. The manager and the managing director have NVQ level 4. A detailed list of all staff qualifications and when they were achieved was provided.

New staff have an office-based induction for five days and then spend a further five days shadowing an experienced member of staff. They receive training about moving and handling, first aid, fire safety, food hygiene, and adult protection. There is a two week induction for senior team leaders. All staff who filled in a survey form commented that they had thorough recruitment checks and a comprehensive induction. One member of staff commented that the company had been very friendly and welcoming. Another commented that she had been told all about what the job entailed. All considered that ongoing training is very good. The agency is able to access training from the local hospital for more specialist subjects.

There is a system of staff supervision and annual appraisals. All nine staff who completed a survey form said that they have regular supervision, and records were seen at the office. They were very positive about the support that they receive: *I can always discuss any problem I have with my manager at any time: we have every opportunity to go to the manager to discuss our work.* When asked what the agency does well staff responded: *Makes sure that all carers get the right training and service users are properly looked after: Induction and training, support service users, continuity, flexibility, support staff: Look after clients to very high standard get full training and support: Good support, good communication.*

Organisation and Running of the Business

The intended outcomes for Standards 22 – 27 are:

22. Service users receive a consistent, well managed and planned service.
23. The continuity of the service provided to service users is safeguarded by the accounting and financial procedures of the agency.
24. The rights and best interests of service users are safeguarded by the agency keeping accurate and up-to-date records.
25. The service user's rights, health, and best interests are safeguarded by robust policies and procedures which are consistently implemented and constantly monitored by the agency.
26. Service users and their relatives or representatives are confident that their complaints will be listened to, taken seriously and acted upon.
27. The service is run in the best interests of its service users.

The Commission considers Standards 22 and 26 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

Standards 22 and 26.

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service.

The agency is well managed to provide a consistent service user for the people receive care and to deal with any complaints.

EVIDENCE:

In addition to the registered manager, there is a deputy manager, a training manager and a managing director who are all very involved in the day to day running of the business.

The agency has secure office premises near to the centre of Macclesfield, with a large public car park behind. All records are kept securely and the standard of record keeping is good. Drivers are employed to provide transport for carers who don't drive.

Service users contacted were all satisfied that the carers stay long enough to provide the care that they require and there were no problems with lateness or missed calls. The agency covers a large area that is partly rural and this has resulted in some issues about travelling time for carers. The manager said that the new contract will enable team areas to be reviewed and this should cut down on travelling time.

The agency has had ISO 9001 accreditation since 2005. A carer commented that the agency is 'always looking for improvements'.

Care Nursing provides policies and procedures for dealing with complaints. A record of complaints is kept in the office. Three complaints have been logged since the last inspection and the records showed that complaints had been investigated and dealt with appropriately, with a written response sent to the complainant. It would be helpful to add a summary sheet to the complaint folder so that brief details can be accessed easily for auditing.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Domiciliary Care have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

"X" in the standard met box denotes standard not assessed on this occasion
 "N/A" in the standard met box denotes standard not applicable

User Focused Services	
Standard No	Score
1	X
2	3
3	X
4	X
5	X
6	X

Managers and Staff	
Standard No	Score
17	3
18	X
19	4
20	X
21	4

Personal Care	
Standard No	Score
7	X
8	4
9	X
10	3

Organisation And Running Of The Business	
Standard No	Score
22	3
23	X
24	X
25	X
26	3
27	X

Protection	
Standard No	Score
11	3
12	3
13	X
14	3
15	X
16	X

Are there any outstanding requirements from the last inspection? No

STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Domiciliary Care Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations

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