

Key inspection report

Domiciliary care agencies

Name:	Care Wey - Care in the Home (Beaminster)
Address:	10 The Square Beaminster Dorset DT8 3AW

The quality rating for this domiciliary care agency is:	two star good service
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A quality rating is our assessment of how well an agency is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

Lead inspector:	Date:
Gloria Ashwell	0 6 0 4 2 0 1 0

This is a review of quality of outcomes that people experience in this agency. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the agency:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example User focussed services)

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people using this domiciliary care agency experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Domiciliary Care Agencies can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Internet address	www.cqc.org.uk

Information about the agency

Name of agency:	Care Wey - Care in the Home (Beaminster)
Address:	10 The Square Beaminster Dorset DT8 3AW
Telephone number:	01308863775
Fax number:	
Email address:	
Provider web address:	www.altogethercare.co.uk

Name of registered provider(s):	Altogether Care LLP
Name of registered manager (if applicable)	
Mrs Marie Ward	
Conditions of registration:	
Date of last inspection	<input type="text"/>
Brief description of the agency	
<p>The agency is one of a number of branches that operate in the Dorset area and are part of the organisation Altogether Care LLP.</p> <p>The office opening hours are from 8.30am - 5.00pm Monday to Friday. There is an out of hours on-call service for use when the office is closed.</p> <p>Care is provided to adults in the surrounding area, including older people with a wide range of needs relating to physical health or disability, sensory loss and dementia.</p>	

Summary

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

The quality rating for this agency is:

two star good service

Our judgement for each outcome:



How we did our inspection:

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

This was a statutory inspection required in accordance with the Care Standards Act 2000.

This inspection was carried out by one inspector, but throughout the report the term 'we' is used, to show that the report is the view of the Care Quality Commission.

The inspection consisted of a visit to the offices of the agency where time was spent talking with Registered Manager Marie Ward, and examining records. The Operations Manager of the provider organisation was present during part of the visit to the agency office.

As part of the inspection, prior to the visit to the agency office, some of the people using the service were visited at home and spoken with, or spoken with via telephone.

During the inspection some people who use the service were 'case tracked'; for example, for evidence regarding Standards 2, 8 and 10, records relating to a group of people were examined, including those people who had been visited and spoken with.

In advance of the inspection an Annual Quality Assurance Questionnaire was completed by the agency and returned to the Commission and 5 survey forms had been completed by users of the service; the information these documents contained has been used to inform the findings of this inspection.

During this inspection compliance with all key standards of the National Minimum Standards was assessed.

What the agency does well:

The agency is reliable and ensures the continuity of care staff.

Weekly visit schedules are sent out by the agency so that service users know which care workers are due to visit, and at what time.

Care workers wear a uniform and have their identification badge with them while they are on duty.

What has improved since the last inspection?

This was the first inspection of this service.

What they could do better:

This report contains no requirements or recommendations for improvement; the National Minimum Standards are met.

If you want to know what action the person responsible for this agency is taking following this report, you can contact them using the details on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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User focussed services

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People are confident that the agency can support them. This is because there is an accurate needs assessment, which they, or someone close to them, have been involved in. This tells the agency all about them and the support they need and is carried out before they are offered a personal domiciliary care service.

People and their relatives can decide whether the agency can meet their support needs. This is because they, or someone close to them, have got full, clear, accurate and up to date information about the agency. People know that the agency can meet their needs because staff have the skills and experience to give them the care they need. If they decide to use the agency they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the agency that includes how much they will pay and what the agency provides for their money. People are confident that the agency handles information about them appropriately. This is because the agency follows their policies and procedures. They get a consistent, and flexible care service from reliable and dependable staff members.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Comprehensive care assessments are carried out by the agency before a service is provided so service users can be confident the agency is aware of and can meet their needs.

Service users receive a consistent and reliable service from the agency.

Evidence:

Care records of 4 service users were examined and showed that the needs of the people had been assessed before the agency started to provide a service, to ensure they were aware of the prospective service users circumstances and would be able to properly meet their needs.

Evidence:

Systems are in place for re-assessing needs if the users circumstances change; the care plan is then amended and a copy given to the person receiving the service.

Personal care

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the agency is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. Their right to privacy is respected and the support they get from workers is given in a way that maintains their dignity. If people take medicine, they manage it themselves if they can. If people cannot manage their medicine, the agency supports them with it in a safe way.

People's needs and goals are met. The agency has a plan of care that the person, or someone close to them, has been involved in making. They are able to make decisions about their life, with support if they need it, as the staff promote their rights, choices and independence.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Service users receive the care they need and are satisfied that agency staff treat them with respect and dignity and help them retain control over their own lives.

Evidence:

Following assessment of care needs and circumstance, a plan of is developed and implemented. For the service users being case tracked a detailed care plan and associated records were seen to be kept.

The documents showed that reviews of the peoples care needs take place as necessary.

People using the service confirmed that staff treated them and the service user with respect and dignity at all times and listened to them, helping them retain control over their own lives.

Protection

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People using the agency are safeguarded. This is because the agency follows health and safety procedures, keeps records appropriately and ensures their staff follow policies and understand the importance of assessing risks. The agency safeguards people from abuse, neglect and self harm and takes action to follow up any allegations.

People are confident that their property and money will always be safe as the agency follows the right procedures. Their health and rights are safeguarded as the staff keep an accurate record in their home of all the support they give them.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The safety and welfare of people using the service is protected and promoted by the agency's safe working practices, including staff training.

Policies and procedures are in place to safeguard people against risks of abuse.

Evidence:

The agency has safe working practices, which protect people who use services and promote the safety of staff working in those persons homes.

Care records examined contained comprehensive risk assessments identifying potential risks to people receiving the service, and staff associated with delivering care in those private homes.

All new staff undergo thorough induction training including safe moving and handling and the control of infection. People using the service said that staff use the correct equipment when helping them with personal care needs and are unfailingly kind and considerate.

Staff receive training in 'safeguarding vulnerable people' and the agency operates in

Evidence:

accordance with clear policies and procedures.

No reports of safeguarding concerns involving the agency have been made to the Commission since registration of the agency.

Managers and staff

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People have confidence in the staff at the agency because checks have been done to make sure that they are fit to do the job. Their needs are met and they are supported as the staff get relevant training, support and supervision from their managers.

People have safe and appropriate support because the staff providing their care are qualified and competent. They are confident that the staff that provide their support are clear about their roles and responsibilities.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Consistent and reliable services are provided. Recruitment processes ensure that people using the service can be confident that staff are appropriately checked before commencing work. Staff are trained and supervised to deliver personal care in line with the agency's vision and values.

Evidence:

Examination of staff files showed that recruitment practices are robust and reliable; for all new employees there is an application form and evidence of interview, proof of identity, a Criminal Record Bureau (CRB) disclosure, two references and a health check.

Newly employed care staff attend undergo induction training before they start working with people in their homes; a staff induction programme, based on the Common Induction Standards is in place. This consists of classroom learning, followed by several hours of observed practice. Further aspects of the induction programme are completed within 12 weeks.

The agency has a designated training room and a training and development plan ensures staff receive ongoing refresher training. Staff are supported and encouraged to train for National Vocational Qualifications in care.

Evidence:

Discussion with the registered manager and examination of staff files showed that staff receive regular supervision on a formal and informal basis. Good day-to-day informal supervision with staff means that any issues which might arise in relation to staff performance are promptly and effectively managed.

Organisation and running of the business

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People get consistent and planned support from the agency because the manager runs it appropriately with an open approach that makes them feel valued and respected.

People using the agency are safeguarded because it follows financial and accounting procedures, keeps record appropriately and ensures that their staff follow policies. If people have concerns about the agency they, or people close to them, know how to complain. Their concern is looked into and action taken to put things right.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The agency has a clear complaints procedure so that people using the service can be confident that any concerns they raise will receive prompt and appropriate attention.

The agency provides a consistent and well planned service.

Evidence:

The agency operates from office premises with suitable equipment and facilities to enable efficient and effective management of the service.

Marie Ward promotes an open, friendly, inclusive and responsive management approach. People who use the service expressed satisfaction and felt it was reliable and flexible and that they received a good response from the office if they raised any issues or enquiries.

There was evidence that care staff work well, both individually and as part of a team. Care workers routinely called in at the office, giving them the opportunity to share experiences and develop good working relationships with each other.

There is a complaints procedure included in the Statement of Purpose stating stages and timescales. A copy is kept in the home of each person using the service, together with contact details of the office and essential policies and procedures.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this domiciliary care agency. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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