

Annual service review

Name of Service: Care Wey - Care in the Home (Sturminster Newton)

The quality rating for this agency is: two star good service

The rating was made on: 0 2 1 0 2 0 0 8

A quality rating is our assessment of how well a care home, agency or scheme 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 review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service?

Yes

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

Name of inspector:

Annie Foot

Date of this annual service review:

2 3 1 0 2 0 0 9

Information about the service

Address of service:	Unit 2 Market Square House Station Road Sturminster Newton Dorset DT10 1FG
Telephone number:	01258445040
Fax number:	01258475350
Email address:	
Provider web address:	

Name of registered provider(s):	Altogether Care Ltd		
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes		
If yes, what have they been:	Change of manager		

Date of last key inspection:	0	2	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>The agency is one of four 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>As at October 2009 private fees are charged from £12.93 per hour with additional charges for weekends and public holidays.</p> <p>In addition to the private hourly pay rates, private travel expenses are charged on each assignment at 49p per mile from Care Wey's office to the clients home and return. A full range of charges can be provided upon request.</p> <p>Local Authority and Primary Care Trust charges are determined by individual need and circumstances.</p>

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection which took place on 2 October 2008 This included:

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest in the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.
What other people have told us about the service.

What has this told us about the service?

The agency sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and detailed and gave us all the information we asked for.

The AQAA was completed by Caroline Snow appointed as manager of the service in October 2008. An application for registration as manager of the service has not yet been received by CQC. The previous Registered Manager, Graham Oakes continues to be employed by the agency as Area Manager.

We also received several completed surveys from people who use the service. These tell us that the agency provides a 'good support network' which as one person noted, 'makes a difference and enables an old lady to stay with her family!'. Everyone noted that the service is flexible and that staff are 'helpful, kind, cheerful and patient'.

Most people say that agency provides excellent care and timekeeping. Although some commented that they would appreciate a phone call if staff are running 'very late'.

The AQAA tells us that as a result of listening to what people who use the service have requested weekly booking lists are provided prior to care starting for that period. The booking list identifies the carer, duration and times, to try to ensure that the client knows what is happening at all times.

Carers are changed for service users who are not able to build a working relationship with any individual. Staff are encouraged to provide a holistic approach to care and

spend time with individuals offering companionship and support as well as completing practical tasks. Staff aim to promote independence at all times and discourage dependence. In the last year, the agency has been working closely with Help & Care to offer sitting services. The AQAA notes that a policy of a 15 minute window has been put in place to avoid excessive lateness to visits and to ensure clients are made aware if staff will be late.

All policies and procedures in operation at the agency were reviewed during the year.

Following the last key inspection assessments and paperwork are now completed in ink, to ensure no changes are made to the plan without consent.

Since October 2008, a manager has been in post to monitor training and offer consistency and ongoing support for staff. This manager is registered with CQC.

The agency provides a service for approximately 50 people each week. The average length of visit is 30 minutes.

2 complaints were received during the year. One was upheld the other was not. 2 safeguarding referrals were made. Everyone responding to our surveys says they know who to talk to if they have any concerns or wish to make a complaint.

20 permanent care staff are employed by the agency. 7 staff have left their employment in the last year and 24 new staff were appointed.

5 staff have achieved an NVQ level 2 in care. A further 3 are working toward the award.

More emphasis has been placed on staff training over the passed year and everyone now undertakes dementia training. All relevant staff are enrolled on NVQ level 2 programmes with the manager working closely with trainees.

We received 8 completed surveys from staff employed at the agency. These tell us that staff are provided with up to date information about the needs of the people they care for. Surveys confirm that new staff receive induction training and that all staff receive relevant on going training. The manager provides support to staff regularly and meet with them to discuss working practice. Two comments were made about the ' great support from managers and other members of staff'. Also the availability of someone at the end of the phone if there is a problem is appreciated by staff.

The agency continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

There is no evidence to indicate that outcomes for people who use the service have changed since the last inspection of the service.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by 01 October, 2010.

However, we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

Reader Information

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