

## Annual service review

**Name of Service:** Care Wey Care in the Home [Wareham]

The quality rating for this agency is:	three star excellent service
The rating was made on:	

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?** No

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:

<b>Name of inspector:</b>	<b>Date of this annual service review:</b>							
Annie Foot	2	3	1	0	2	0	0	9

## Information about the service

Address of service:	Unit 8 Leanne Business Centre Wareham Dorset BH20 4DY
Telephone number:	01929556566
Fax number:	01929556566
Email address:	wareham@carewey.com
Provider web address:	www.altogethercare.co.uk

Name of registered provider(s):	Altogether Care LLP
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Conditions of registration:
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Care to be provided to adults only.
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Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:									
Date of last annual service review (if applicable):									

### Brief description of the service

The agency is one of three branches that operate in the Dorset area and are part of the organisation Altogether Care LLP. 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. Care is provided to adults in the surrounding area of Purbeck, including older people who have a wide range of needs relating to physical health or disability, sensory loss, mental health and dementia. As at October 2009 private fees are charged from £12.76 per hour with additional charges for weekends and public holidays. 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. People funded through the Local Authority have a financial assessment carried out in accordance with Fair Access to Care Services procedures. Local Authority and Primary Care Trust charges are determined by individual need and circumstances. General information about fees and fair terms of contracts can be accessed from the Office of Fair Trading web site at [www.offt.gov.uk](http://www.offt.gov.uk). The agency hold a copy of the published inspection report at the office, a copy is made readily available, on request.



## **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 15 October 2007 and the Annual Service Review completed on 7 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.

We also received several completed surveys from people who use the service. Some people had been assisted by a relative in completing the forms. Everyone says there were involved in the decision to use the agency and that they have a written care plan which states what is wanted from the service. Surveys confirm that staff do everything asked of them and that they usually stay for the agreed length of time.

The AQAA tells us that as a result of listening to the views of people who use the service changes have been made to the service in the last year. People using the service now receive a weekly booking list which identifies the carer, duration and times, to allow for a more comprehensive service and ensure that the service users know what is happening at all times. Changes to care can be made at the clients request. Staff are encouraged to provide a holistic approach to care and spend time with the client offering companionship and support as well as completing practical tasks. Staff are strongly encouraged to promote independence at all times and discourage dependence.

2 social and healthcare professionals also completed our surveys. They tell us that the agency always gathers accurate information through the assessment arrangements to

ensure that the right service is planned. They say that the agency respect people's privacy and dignity and that the service supports people to live the life they choose.

Professionals say the service is 'very good at helping out in an emergency and are able to provide more diverse types of support'. They say the service is, 'very caring and efficient', and 'works well with the community nursing team and social workers'. One person noted that, 'we are always pleased when we know this agency will be carers for our patients as we know they will be well looked after'.

There is an open complaints procedure in place. One complaint was received within the year and resolved within the policy's timescales. Action was taken as a result of the complaint. Everyone responding to our surveys say they know who to talk to if they have a concern or wish to make a complaint.

2 safeguarding referrals were made and investigations undertaken during the year.

Around 100 people use the service each week. The average length of visit is 30 minutes. The agency also has a contract to offer a sitting service.

39 permanent care staff are employed by the agency. Of these 10 have achieved an NVQ level 2 or above in care. A further 7 are working toward the award.

Staff are all offered training in Dementia and 50% of staff should have attended by the end of the year. 39 staff have received training in the prevention and control of infection. 39 staff have received training in nutritional care.

All relevant staff have enrolled on NVQ2 and the manager supports staff with their training needs. If staff wish to do further NVQ's they can do level 3 and 4 in care with the managers support . Staff who have not started their NVQ 2 are to be registered in the next 6 months.

12 staff left their employment with the agency over the last year. An additional 25 new staff were appointed.

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 a staff member is late.

The AQAA reports that the Care Coordinator left in March 2009. Since then the Office administrator and Registered Manager have coordinated the service between them. Two new care co-coordinators have now been appointed.

In the last twelve months the service has grown. New staff have been appointed to support the additional service users. The service has expanded to cover the Poole area.

All policies and procedures in operation have been reviewed during the last year.

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 15 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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Further copies from:	0870 240 7535 (national contact centre)

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