



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Homecare Finder Limited

**Rank Lodge
Sutton Manor
Sutton Scotney
Nr Winchester
Hampshire
SO21 3JX**

Lead Inspector
Michael Gough

Key Unannounced Inspection
21st February 2007 10:30

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	Homecare Finder Limited
Address	Rank Lodge Sutton Manor Sutton Scotney Nr Winchester Hampshire SO21 3JX
Telephone number	01962 761461
Fax number	
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	Homecare Finder Limited
Name of registered manager (if applicable)	Mr Nicholas Phibbs Jones
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 28th February 2006

Brief Description of the Service:

Home Care Finder is a domiciliary care service that provides services to older persons and adults in their own homes. The services offered are personal care, cleaning and shopping. Care needs are assessed and staff are available from 7:00 am till 10:00 pm and overnight services are available. These staff visits can be from a single carer or from two, dependent on need.

The agency office is in Sutton Scotney and offers its services to the surrounding area encompassing Andover and Winchester.

Fees at the agency range from £9.70 to £13.80 per hour, depending on the type of service provided.

SUMMARY

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

This report details the results of an evaluation of the quality of the service provided by Homecare Finder Limited and brings together accumulated evidence of activity at the agency since the last inspection of the service in February 2006.

A selection of pre-inspection information about the service was forwarded to the Commission prior to a site visit to the agencies offices. The inspector made an unannounced visit to the agencies offices on the 21 February 2007 and during the visit the inspector looked at records, toured the building, and spoke with the Registered manager, the quality assurance manager and also care co-ordinators.

Prior to the site visit the inspector received completed comment cards from 14 members of staff, 2 GP's and 18 Service users, these were all able to provide evidence of the care service provided by the agency and their comments have been taken into consideration when writing this report.

What the service does well:

The agency undertakes comprehensive care needs assessments prior to the commencement of any service and this helps to ensure that service users needs are met.

There is a reliable and responsive service provided to service users and they can be confident that they agency will provide them with a dependable service.

There is an effective care planning system in place that provides staff with the information they need to enable them to provide a good quality service and to effectively meet service users needs.

The agency is committed to the health safety and welfare of its staff and service users and the polices, procedures and training provided to staff ensure that the health, safety and welfare of both service users and staff are promoted and protected.

The agency has clear policies and procedures and provides staff with clear information to ensure that service users are protected and are safe in their home when they are providing care.

There is a quality assurance manager employed by the agency to make sure that there are systems in place to ensure that the agency is run in the best interests of service users and to obtain the views and opinions of interested people.

Service users contacted were very happy with the support they receive from the agency and its staff and said that their support workers were always polite and friendly, they were always treated with dignity and respect and that they were always able to have a choice in the way that support was given.

Carers stated that they enjoyed working at the agency and said that they had a good relationship with the service users they support and that the agency was flexible in order to meet the needs of service users. In particular they were very happy with the on call service, which provides them with support if they need it and they said that there was always someone available.

What has improved since the last inspection?

There were no requirements or recommendations made at the last inspection and the agency have continued to provide a consistently good quality service. Since the last inspection the agency has recruited a new quality assurance manager and also some additional staff.

What they could do better:

There were no areas identified as needing improvement on this occasion.

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):

2, 3 & 6

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

The agency was commended for the comprehensive care needs assessments undertaken on service users prior to the commencement of any service and this helps to ensure that service users needs are met. The agency was also commended for the responsive service it provides and service users can be confident that they will receive a reliable and dependable service.

EVIDENCE:

Care assessments were examined for 3 service users. The agency uses a care assessment form, which prompts relevant questions to be asked to ensure the needs of service users can be met. The assessment process gets the service user or their representative to provide their personal details and find out what

support they require and also obtains information about the way they prefer their care to be given. A senior member of the agency staff carries out the initial assessment and evidence was also seen of consultation with social services and health care professionals and social service assessments are also on file for those who are funded by the local authority. The agency gives service users clear information on the service they are to provide, which includes the number of visits each day and the time that these visits will take place.

Service users receive a copy of their care schedules a week in advance and these give them information on who will be assisting them that week and at what times they will call. Information provided by service users indicated that care staff arrived at their home at the specified time and stayed for the full amount of time allocated. Service users said that if the carer was going to be late they were informed by the carer or by someone from the office. All those who completed comment cards also confirmed that the staff were very reliable and that the agency never missed a visit and that they regularly got the same team of care workers. The agency employs care co-ordinators who also undertake some care duties and they understand the difficulties that can occur, they ensure that if there are any problems with sickness or unavailability of staff they ensure that alternative arrangements are made in a timely fashion. Service users confirmed that care workers ask them at each visit if there are any particular care needs they may have and service users and their representative are kept informed of any issues relating to their care. Care workers are only changed for legitimate reasons and service users are informed of any changes and are fully consulted.

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):

7, 8 & 10

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

The agency was commended for the effective care planning system in place that provides staff with the information they need to support the service user and to effectively meet service users needs.

Service users and their families are treated with respect and feel valued and there are clear policies and procedures for staff with regard to medication and this helps to protect service users.

EVIDENCE:

Care plans were seen for 3 service users and these had clear information on what was required and gave instruction to the carer on the service users needs and what they needed to do to support the service user. Care plans also included details of how to get into the property, what security arrangements are required, details of emergency contacts and clear risk assessments were in place. Care planning involved service users and/or their representatives and

evidence was seen of regular reviews taking place, these take place at six monthly intervals and there was clear information for staff on what action to take if they felt that the care plan needed to be changed. Copies of care plans are given to service users to sign and these are then held in the agencies office, a copy is also left at the service users home and care workers also initially receive a copy. Recording after support sessions was comprehensive and gave details of what support had been given.

Written comments received from service users were very positive about the support they receive from staff and stated that they were always well treated and that their care workers were always polite and that they understood their needs. Service users preferred form of address is recorded and they are given choice in how care and support is provided. Service users are normally matched to carers by geographical location, however culture and religion are taken into consideration if this is an issue with the service user or their family. The registered manager said that staff induction training included guidance on respecting service users and there was clear guidance in the care worker's handbook and code of conduct, which is issued to all staff members.

There is a comprehensive medication policy and procedure and currently staff at the agency do not administer medication to any service users. Staff only prompt service users to take their medication if required. The issue of administering medication was discussed and the inspector was informed that if in the future the agency found that there was a need to support any service user with their medication this would be addressed on an individual basis and that appropriate training would be provided for staff and that support plans would have clear information on how this should be carried out and recorded.

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):

11, 12,14 & 15

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

The agency was commended for its commitment to the health safety and welfare of its staff and service users and these are promoted and protected. Clear risk assessments are undertaken to minimise the risk of accidents or harm happening to service users or staff. The agency has an Adult Protection Policy and Procedure, which reflects the local authority policy guidance and staff training and practices help to ensure service users are protected. The agency was also commended for the procedures in place to ensure that service users are protected and are safe in their home when providing care.

EVIDENCE:

The agency has comprehensive and robust policies and procedures with regard to health and safety and staff are issued with a staff handbook, which contains relevant information. Staff receive training on health and safety and are issued with appropriate protective clothing, which includes torch, alcohol spray, gloves and aprons and they are provided with a safe system of work. There is a written policy on safe practice whilst travelling to and from service user's homes and the office computer system shows where workers are at any time. Staff were aware of the procedures for reporting matters to the office and said that the management were supportive and would remove and/or change care workers if there was reason to do so.

There is an on-call system in operation that ensures someone from the management team is always available to answer calls. All staff at the agency undertake moving and handling training as part of their induction and the registered manager confirmed that moving and handling and risk assessment training is updated annually for all staff.

Each service user has a comprehensive risk assessment carried out, this covers identified risks and action to take to minimise any identified risk. Staff are aware of what action to take if they feel that there are any changes required to risk assessments and this is part of the agency recording procedures. A senior member of staff from the agency undertakes the assessment for potential risks and these are updated annually or earlier if required. The person who carries out risk assessments for the agency has received relevant training for this role.

The agency has clear appropriate and robust policies and procedures in place for the protection of service users and the staff induction programme covers adult protection training for new staff and regular updates are given to staff, there is also a whistle blowing policy and this is explained to staff at induction. The staff handbook issued to all staff has details of what action should be taken if there is any concern regarding service users safety and there are also details of contact numbers and who should be contacted and when. All of the staff members who returned completed surveys indicated that they were aware of adult protection procedures and of what action to take if they had any concerns.

There are clear policies and procedures in place for ensuring that security and safety is maintained in the service users home, there was clear information in care plans to give staff information on how they gain entry to a service users home, there are written and signed agreements on key safe's and service users are informed whenever a member of staff leaves the agency so that they can change key safe numbers if they wish. All staff members carry identity cards, which are replaced every 3 years and there are clear policies designed to safeguard and protect service users from any form of exploitation.

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):

17, 19 & 21

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

The agency has good robust recruitment procedures, which helps protect the well being, health and security of staff and service users. Staff are adequately trained to deliver care to service users and this benefits service users and their families. Staff receive regular supervision and are provided with the opportunity to discuss their work practice and training needs.

EVIDENCE:

Staff recruitment records were seen for 2 members of staff and both contained all the required information, which included completed job application forms, interview records, photographs, Criminal Records Bureau (CRB) checks and Protection of Vulnerable Adults (POVA) checks, also 2 written references and contracts of employment.

The registered manager confirmed that the induction training is in line with the Skills for Care standards and the inspector was informed that new staff begin work by completing a 2 day induction period in the office and this includes policies and procedures, adult protection and moving and handling training. This is followed by 'shadowing' an experienced care worker, for a number of days depending on the new workers previous and relevant experience but in general 'shadowing' is normally up to three days. There is a twelve-week probationary period and during this time a programme of staff induction and statutory and further training takes place. Training provided includes, moving and handling, first aid, catheter care, diabetes, pressure sores, protecting the elderly, abuse, strokes, mental health and dementia. The agency uses both in-house and external training providers.

Staff files contained records of annual appraisals and of regular supervision and this was discussed with the manager who stated that staff receive regular supervision in line with the National Minimum Standards but he is always available to discuss any issues with staff at any time. Supervision includes direct observation of a support worker providing support to a service user whom they regularly work. Through information received from postal surveys staff corroborated the evidence that staff are supervised appropriately, including formal recorded one-to-one meetings and observation of their working practice by a supervisor.

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):

22, 26 & 27

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 equipped and geographically located to the service users it supports. The agency operates a clear and comprehensive complaints procedure and service users know how to make a complaint. The agency was commended for its quality assurance systems and this ensures that the agency is run in the best interests of its service users.

EVIDENCE:

There have been no changes to the premises since the last inspection and the agency operates from a purpose built lodge in the grounds of a nursing home. The agency has a dedicated manager and the premises are suitable for their purpose. There are 3 offices and this provides meeting rooms and training rooms. There is secure storage for confidential records and computers are password protected. There are a number of administrative staff that operate out of the office and they assist in the smooth running of the agency.

There is a clear and concise complaints procedure and a copy is issued to all service users and their families. Completed comment cards indicated that staff and service users are aware of the complaints procedure and they know how to make a complaint and were confident that any complaints would be taken seriously and thoroughly investigated. The agency keeps a record of any complaints made along with actions taken and records any outcomes.

The agency employs a quality assurance manager who conducts an annual quality survey by means of a questionnaire sent to service users, their relatives and/or representatives to check if they are happy with the service provided. The survey asks for suggestions about areas for improvement and the results of the survey is analysed and results are made available in a report. There is also regular contact with service users, health care professionals and other interested parties to see how the agency is performing.

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	4
3	3
4	X
5	X
6	4

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

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

Organisation And Running Of The Business	
Standard No	Score
22	3
23	X
24	X
25	X
26	3
27	4

Protection	
Standard No	Score
11	4
12	3
13	X
14	4
15	4
16	X

Are there any outstanding requirements from the last inspection?

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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