

Review of compliance

CLS Care Services Limited

Belong at Home Domiciliary Care Agency - Wigan

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| Region: | North West |
| Location address: | Belong Wigan Millers Lane Platt Bridge Wigan Lancashire WN2 5DD |
| Type of service: | Domiciliary Care services including those provided for children |
| Publication date: | May 2011 |
| Overview of the service: | <p>Belong at Home Wigan is part of the CLS Care Services Limited. They are a domiciliary care service and are registered to provide Personal Care to people living in their own homes.</p> <p>The service offers support to people who need it for a variety of reasons which can include dementia, physical disabilities and sensory needs.</p> |

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| | <p>The offices are spacious well equipped and parking is available.</p> <p>Belong at Home Wigan operates from the same site as the Belong Care Village Wigan.</p> |
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Belong at Home Wigan was meeting all the essential standards of quality and safety we reviewed but, to maintain this, we suggested that some improvements were made.

The summary below describes why we carried out the review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 20th April 2011, talked with people who use services, talked with staff, checked the provider's records, and looked at records of people who use services.

What people told us

People told us that they were happy and satisfied with the support provided by Belong at Home Wigan. They confirmed that support staff were prompt and remained for the correct amount of time.

People informed us that staff were friendly and followed the instructions in the plans of care, and completed tasks to a very high standard.

People also confirmed that staff were flexible in the way they worked and treated them as individuals. People felt that they were listened to and treated with dignity and respect.

Comments included:

"They do anything I want- they are flexible".

"Staff do what is expected and more".

And

“In everything they do, they put the person that is cared for first”.

What we found about the standards we reviewed and how well Belong at Home Wigan was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

We assess that Belong at Home Wigan is compliant in this outcome area because they make certain that staff work to a philosophy and in a manner which is respectful of the opinions of people who use services. They ensure peoples involvement in planning their support.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

We assess that Belong at Home Wigan is compliant in this outcome area because they had systems in place and used by staff which were effective in making sure that people were able to give the appropriate consent for the support delivered.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

We found that Belong at Home Wigan is compliant in this outcome area because effective systems were in place to ensure that people received the health care needed to promote their safety, comfort and physical well being.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 5: Food and drink should meet people’s individual dietary needs

We found that Belong at Home Wigan is compliant in this outcome area because systems were in place for assessing peoples dietary preferences and needs and for reporting if there were problems.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

We assess that Belong at Home Wigan is compliant in this outcome area because systems were in place to ensure that people who used services received safe, coordinated treatment and support where more than one care provider was involved.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

We assess that although staff have received training in relation to the safety of vulnerable adults, Belong at Home Wigan needed to put a clear safeguarding vulnerable adult's policy into place that related to a community setting and provided staff with a precise flowchart or details about who must be contacted locally if abuse was suspected.

- Overall, we found that Belong at Home Wigan was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

We assess that Belong at Home Wigan ensured that staff had the equipment and training to prevent the spread of infection.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

We assess that there is a minor concern in this outcome area because the plans of care did not always reflect the support people needed to manage their medication and the policies and procedures available were not specifically relevant to Belong at Home Wigan.

- Overall, we found that Belong at Home Wigan was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

Belong at Home Wigan is compliant in this area because staff received training in how to use equipment and systems were in place for completing risk assessments.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

Belong at Home Wigan had robust recruitment and selection policies and followed guidelines and so they are compliant in this outcome area.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

We assess that Belong at Home Wigan is compliant in this area because staff were provided in sufficient numbers and staff also had access to training that was appropriate to the work they did and their level of responsibility.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

We assess that Belong at Home Wigan is compliant in this area because care staff were enabled to carry out their work effectively through access to support and guidance from senior staff.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Belong at Home Wigan had systems in place for monitoring the quality of service provided by their staff and people who used the service were given the opportunity to record their opinions.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 17: People should have their complaints listened to and acted on properly

We assess that people using the Belong at Home Wigan service knew how to make a complaint and the systems for dealing with complaints were clear.

- Overall, we found that Belong at Home Wigan was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

We assess that there is a minor concern in relation to Belong at Home Wigan in the outcome area management of records. In the main systems were in place to ensure records were well maintained, accurate and made available as appropriate. However policies and procedures needed to be updated and records were not always fully dated.

- Overall, we found that Belong at Home Wigan was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

Action we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns, we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. Any regulatory decision that CQC takes is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

Other information

No other information

What we found
for each essential standard of quality
and safety we reviewed

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*.

Outcome 1: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- Understand the care, treatment and support choices available to them.
- Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- Have their privacy, dignity and independence respected.
- Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with outcome 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
People we talked to told us that they were involved in planning the home support they received from Belong at Home Wigan.
We were told
“I rang them and a member of staff came to see me and asked me what I wanted them to do. I had another agency before”.
And
“She does exactly what I want, she helps me with a whole body wash, I prefer that to a bath, then we go back to the bedroom. She then helps with what I want to put on that day. Makes me a cup of tea and what ever I want for my breakfast and sits me in the lounge where I can see out. She is brilliant! They all take an interest in me”.

Other evidence
We went to the Belong at Home Wigan offices and looked at assessments and reports held in the plans of care that had been prepared with their clients.

We saw that information about people using the service was written in the first person and so from their point of view. This demonstrated that people were encouraged to think about themselves and express their own preference.

We looked at daily reports completed by support staff (Belong at Home Wigan refer to these staff as Companions). Staff described how they sought people's opinion and involved the person using the service in deciding how their needs were to be met at each visit.

Although most of the assessment was completed we did note omissions in some areas. Furthermore the actual support provided, as detailed in the daily records written by staff, was often more than was indicated as needed in the person's assessment.

We asked the manager of the service to describe the way in which people were shown respect and involved in planning their service. In the information returned to us they stated:

'Our bespoke service will always allow time for the individual to discuss the impact of their support and our staff are not time limited if the visit takes a little longer than originally planned. '

Our judgement

We assess that Belong at Home Wigan is compliant in this outcome area because they made certain that staff worked to a philosophy and in a manner which was respectful of the opinions of people who used services, and ensured their involvement in planning their support.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People who use the service confirmed that they were given the opportunity to consent to the support they received.

Comments included:

“They asked questions and filled in a form, and they gave me a contract to sign. I’ve got a book here with papers in and they write in it every day after asking me how I feel”.

And

“I got a lot of information in the contract to sign”.

Other evidence

We went to the Belong at Home Wigan offices and looked at the documents they held there which related to people’s care. We saw that each file held a copy of a contract which described the service they were to receive and the cost.

We also noted that there were copies of the plans of care and that these had been signed by the person receiving the service.

These signatures confirmed that people had discussed the information in their plans of care and that they gave consent to the actions described.

We noted in the reports written by staff that they checked with the people about what they wanted. For example '(Service user) preferredtoday.'

Our judgement

We assess that Belong at Home Wigan is compliant in this outcome area because they had systems in place that were used by staff to make sure that people using the service were able to give appropriate consent for the support delivered.

Outcome 4: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with outcome 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People who use the service told us that they felt staff cared for them and that their welfare was looked after.
They said:
“Yes I get the help I need and they’re flexible and they took me for an appointment when my family couldn’t provide support”.
And
“My staff are excellent, always shouts ‘Good morning- I’m coming up’ they take an interest in me and how I feel”.

Other evidence
We looked at the care files for two of the ten people who were being supported by Belong at Home Wigan at the time of this review.

We saw that assessment information was very detailed and looked at nearly all health and welfare needs and how these were to be met. The records included, skin integrity assessment, nutritional needs and preferences, mobility risk assessment, speech and communication, personality and interests and family contact. And staff confirmed that they were made aware of who to contact if there were concerns.

The training records also indicated that care staff had completed First Aid training, and so, in an emergency situation were able to assist people.

We saw that the assessments were personalised and written from the person's point of view and provided a lot of information about how to support people to remain as independent as possible.

We found from their reports that staff were observant about how people felt and recorded and reported if people were not as well as usual. We also noted that staff were aware of health needs and appointments such as with the Memory Clinic or the District Nurse.

In the information returned to us the manager identified that they wanted to improve the service in respect of making sure that people were attended by the same support workers. The people we talked to confirmed that they always had the same staff and if this was to change they were informed and the replacement worker was always someone that had been previously introduced to them.

Our judgement

We found that Belong at Home Wigan is compliant in this outcome area because effective systems were ensuring that people received the health care to promote their safety, comfort and physical well being.

Outcome 5: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
People we talked to about Belong at Home Wigan live in their own homes. They told us that staff prepared the food they wanted to eat.
Comments included:
“She makes me a cup of tea and what ever I want for my breakfast and sits me in the lounge where I can see out”.

Other evidence
As a part of the review process we looked at the way information about diet and nutrition had been collected and used. We saw that each person had a nutritional assessment. These were personalised and identified people’s likes, ability to prepare food and also motivation to eat.

We found that the information was used when providing support. This was because the need identified in the assessment was described as fulfilled in the daily diary and confirmed by the person using the service.

Staff that we talked to informed us that they supported people to make their own meals as much as possible. We were told that this involvement often stimulated their appetites and so not only promoted their independent living skills and general wellbeing but also kept people well nourished.

Our judgement

We found that Belong at Home Wigan are compliant in this outcome area because systems were in place for assessing and responding to peoples dietary preferences and needs.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People we talked to confirmed that staff from Belong at Home Wigan cooperated with others who were involved in their support.

They said:
“When her needs were changing they were at meetings and helped with her transition into another service”.
And
“They took me for an appointment when my family couldn’t provide support”.

Other evidence
We talked to staff who told us that there was a protocol for contacting other providers if there were concerns about the health of people using the service. Staff told us that the plans of care held information about family members who should be contacted.

We were also informed that communication forms were completed if other professionals such as the district nurse or general practitioner attended the person while they were providing support. Care staff were expected to detail who had made the visit and the action that was taken. This was so that all concerned, including family members, knew what was happening for the person.

We noted that visits from other professionals had been entered in the daily diary sheets.

We requested information from the manager of the service about their cooperation and protocol for working with other providers and they wrote:

“We link in with other visiting providers to ensure timings of visits do not interfere with the customers’ lifestyle wishes.

Support workers are trained to look for signs of changes or deterioration in health and how to respond in an emergency and report those changes”.

Our judgement

We assess that Belong at Home Wigan is compliant in this outcome area because systems were in place to ensure that people who used services received safe, coordinated treatment and support where more than one carer was involved.

Outcome 7: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

- Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

There are minor concerns with outcome 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
Belong at Home Wigan provides support for people living in their own home and those we talked to had close family contact and said they would initially speak to their family if they were worried about the way staff treated them.

However people also confirmed that they had no worries about staff and commented:
“All I can say is its brilliant and if I had a complaint I would make it”.
And
“They treat her lovely, with care and dignity”.

Other evidence
We talked to staff and they confirmed that they had received safeguarding of vulnerable adult training from Wigan local authority training unit. Staff were able to describe the actions that might be considered abuse such as stealing, physical abuse or being rude. Staff also identified that it was important to respect people’s choices for example, only sending female or male carers if that was preferred.

When asked about the actions to be taken if abuse was suspected staff were aware

that there was policy to be followed and in the first instance, depending on the seriousness of the issue, the matter would be recorded on an incident form and a manager of Belong at Home Wigan contacted.

We looked at The Belong at Home Wigan service safeguarding policy called 'Reporting Abuse' we found that this needed to be updated to reflect local information and also inform staff about safeguarding against abuse in a community setting. We discussed this with the manager of the service and it was confirmed that the policies and procedures for Belong at Home Wigan were being redrafted so they were more specific to working in people's own homes.

We found however that staff working for this organisation understood that actions needed to be recorded and discussed with senior staff.

In the information returned to us the manager also confirmed that staff were supported and given opportunities to voice concerns.

We were told:

"Staff are provided with training about recognising and reporting abuse. We have a speaking out at work policy and staff are aware of how to raise concerns about poor practice. Regular 1-1s and mentoring will support people to speak out if they have any concerns".

Our judgement

We assess that although staff had received training in relation to the safety of vulnerable adults, Belong at Home Wigan needed to put a clear safeguarding vulnerable adults policy into place that related to a community setting and provided staff with a precise flowchart or details about who must be contacted locally if abuse was suspected.

Outcome 8: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

What we found

Our judgement

The provider is compliant with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
People who used the service did not express any concerns about infection control and cleanliness.

“I don’t know. I don’t think about it”.

Other evidence
We looked at information in people’s plans of care and found that during their assessments they were asked questions about whether they had any infections such as MRSA. We were informed that an additional risk assessment would be developed if people were found to have an infection that could be spread.

We were informed that staff had access to personal protection equipment such as plastic aprons and gloves for use when providing personal care.

Staff confirmed that they had received infection control and cleanliness training as a part of their induction.

The training matrix also confirmed that staff had completed Food Hygiene training.

We looked at the infection control policy, and saw that the principles of infection control were explained as were the general steps required to prevent the spread of infection. However this needed to be updated to reflect what was expected of staff

when they worked in people's homes.

Our judgement

We assess that Belong at Home Wigan ensured that staff had the equipment and training to prevent the spread of infection.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

There are minor concerns with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us
People we talked to confirmed that staff sometimes supported them take deal with their medication.

We were told:
“The staff looked through them this morning counted that that there are enough for over Easter- and informed me when reordering was needed. The staff goes to the kitchen and gets the water, watches what I get out of box and helps in that way”.

Other evidence
We looked at people’s records and found that the support provided by staff, in relation to medication, did not always match the information in the plans of care. We discussed this with the manager.

We looked at the service’s policy and guidelines around managing medication. We saw that there was a supplementary policy for staff working in people’s homes. This procedure needed to be updated and related to Belong at Home Wigan. This matter was discussed with the manager.

We were informed that medication training involved completion of a medication

training pack that included completing a workbook and a practical observation.

Staff informed us that initially they would shadow a fully trained and experienced member of staff when dealing with medication. Then when assessed as competent they would be observed dealing with medication on a number of occasions. Senior care staff would then confirm that their medication practice was safe. The assessment included identifying which medication was to be administered, at what time and how much and recording on the medication record sheet.

Senior care staff described their role in auditing the medication in people's homes. Senior care staff confirmed that they made sure that the amount of medication in the home tallied with what was expected according to the medication record sheet. We also found that senior staff were aware of the need for forward planning and so took steps, such as prompting people to make an order, so that they always had the correct supply of medication at home.

In the information returned to us the manager confirmed that:

“Community Support workers are coached and assessed by our Practice Development Facilitator in the practice of managing and administering medication and their initial training and assessment will be carried out in the village. All staff undertake medication training through induction, supervised practice and observation”.

Our judgement

We assess that there is a minor concern in this outcome area because the plans of care did not always reflect the support people needed in relation to managing their medication and the policies and procedures available needed to be more detailed and relevant to Belong at Home Wigan.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us
We did not discuss the use of equipment with people who used the service.

Other evidence
Staff informed us that they received training in the use of moving and handling equipment which they may need to use in people’s homes, including slide sheets, hoists and moving circles. This was confirmed in the training matrix print out.

Staff were also confident that if specialist equipment were used the correct training would be given.

We saw in the plans of care information suggesting that risk assessments for people’s homes would be completed when applicable. There were no completed documents on the files that were looked at.

Our judgement
Belong at Home Wigan is compliant in this area because staff received training in how to use equipment and systems were in place for completing risk assessments.

Outcome 12: Requirements relating to workers

What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us
People using the service told us that they were introduced to staff before a service was provided.
They said:
“I spoke them on the phone, my social worker gave me some numbers, and someone came to see me and introduced me to staff”.

Other evidence
We looked at the three staff files. We saw that each file held an application form, references and evidence of completed Criminal Record Bureau (CRB) checks. We noted that staff had also completed induction training relating to working for the Belong organisation and with people requiring support.

We talked to members for staff and they described the stages of the recruitment process that they went through and confirmed that they did not meet with any people using the service until their CRB’s had been cleared.

We were told:
“I was new to care in the community but training was given”.

Our judgement

Belong at Home Wigan had robust recruitment and selection policies and followed appropriate guidelines and so they are compliant in this outcome area.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with outcome 13: Staffing

Our findings

What people who use the service experienced and told us
People who used Belong at Home Wigan confirmed that staff were knowledgeable about their jobs and available to meet their needs.

Comments included: “Yes staff are always on time and stay the allocated time - they treat her lovely with care and dignity”.

Other evidence
We talked to staff working for Belong at Home Wigan. They felt that there were enough staff to cover the work available.

Staff stated that they received training to do their jobs. This training included a four day induction course and individual courses about carrying out support.

We looked at the training matrix and the training records for individual staff. We noted that they had attended courses in following subjects: continence promotion; first aid at work; Food hygiene and safety; Dementia awareness; moving and handling; Life plan; infection control; Fire safety and Medication.

In the information returned to us the manager confirmed the actions taken to ensure that staff were confident and competent in the work they did.

‘All staff work a 6 month probationary period where they will be expected to complete their full induction to meet with Skills for Care requirements. Any concerns about practice and conduct will be picked up by the coordinator during this period, and referred to the manager. The development plan will be amended if needed, and supervision and coaching stepped up to achieve the required standard of performance.’

Our judgement

We assess that Belong at Home Wigan is compliant in this area and that staff were provided in sufficient numbers to carry out their work effectively, staff also had access to training that was appropriate to the work they did and their level of responsibility.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
We did not discuss this specific outcome people who used the service.

Other evidence
We looked at staff records and found completed supervision records. These appeared to have been completed on a monthly basis. Although the ones looked at were not fully dated. We noted that the topics discussed included: overview of new customers; mileage; holidays; training required and concerns.

Staff also confirmed that they were supervised as they carried out their work. Support staff said:
“This occurs about once a month and tends to involve looking at how policies are followed and also management look at a different skill each time”.

We talked to the manager about staff training and support. She reiterated that this was an important element of making sure that Belong at Home Wigan continued to provide a service at an increasingly high standard. In the information returned to us the manager stated:

‘All community support workers are expected to have or be working towards a Health and Social care qualification to level 3. Training and development is reviewed during the 1-1 (Supervision) process and through the individual's annual Performance and Development Review.’

Our judgement

We assess that Belong at Home Wigan is compliant in this area because care staff were enabled to carry out their work effectively through support and guidance from senior staff.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

- Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us
People who used Belong at Home Wigan confirmed that they were content with the service. One person remembered completing a questionnaire about the quality of the service.

“Yes I have filled in something about the staff but I’ve no complaints - we’re very happy”.

Other evidence
We discussed customer feed back and quality assurance with the manager. We were informed that customer satisfaction surveys had been completed but analysis had not taken place.

We looked at the forms that had been returned and noted that they did not particularly relate to Belong at Home Wigan. The questions looked at whether person has completed a life plan, did the manager or staff have regular contact, were changes discussed, staff reliability and whether staff stayed the expected time. We looked at two completed questionnaires and both suggested that needs were met in full.

We noted that completed forms were undated. The date should be completed on surveys in order to help validate the information and verify the period of time to which it relates.

In the information returned to us the manager detailed the systems in place to enable Belong at Home Wigan to quality monitor and review the standard of support provided by the staff. These checks included: audit systems, annual questionnaire and customer feedback cards. There was also a staff satisfaction survey. The manager confirmed that this and a customer satisfaction report would be conducted for Belong at Home Wigan in 2011.

Our judgement

Belong at Home Wigan had systems in place for monitoring the quality of service provided by their staff and people who used the service were given the opportunity to record their opinions.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us
People told us that they felt able to complain but that they had no need. People also confirmed that felt that if they had a complaint this would be dealt with openly and with fairness.

Comments included:
“I would get in touch with the village as that’s where the care came from. I got a lot of information in the contract you sign and there were sheets about what to do but I’ve never used it or had a reason to complain”.

Other evidence
We discussed the processes for dealing with complaints and concerns with the manager. We were informed that Belong at Home Wigan had not received any complaints. We were assured, however, that all complaints would be logged and dealt with in keeping with the corporate policy. We saw that the Belong at Home Wigan customer feedback and complaints procedure was provided to people in the Statement of Purpose and service user guide.

Our judgement
We assess that people using the Belong at Home Wigan service knew how to make

a complaint and the systems for dealing with complaints was clear.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

There are minor concerns with outcome 21: Records

Our findings

What people who use the service experienced and told us
People who use the service told us that records kept were accurate and up to date. Comments made included:
“I’ve got a book here with papers in and they write in it every day after asking me how I feel”.

Other evidence
We looked at the records kept at the Belong at Home Wigan office. We assessed that the information was clearly written and accurate. Information such as staff files, copies of plans of care and policies were readily available. Records were stored securely.

We also found, however that aspects of record keeping and development needed to be improved.

Firstly some policies and procedures need to be updated and made specific to Belong at Home Wigan. It is important to develop clear polices, procedures and guidelines to underpin the work carried out by Belong at Home Wigan staff.

Secondly some forms were not dated at the time of completion and so it was not always possible to verify that these records were contemporaneous.

These matters were discussed with the manager.

Our judgement

We assess that there is a minor concern in relation to Belong at Home Wigan in management of records. In the main systems were in place to ensure records were well maintained, were accurate and made available as appropriate. However policies and procedures needed to be updated and records should always be fully dated.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

| Regulated activity | Regulation | Outcome |
|--------------------|---|---|
| Personal Care | 11 | Outcome 7: Safeguarding people who use services from abuse |
| | <p>Why we have concerns: We assess that Belong at Home Wigan needs to put a clear safeguarding vulnerable adults policy into place that relates to a community setting and provides staff with a precise flowchart and specific details about who must be contacted locally if abuse is suspected.</p> | |
| Personal Care | 13 | Outcome 9: Management of medication |
| | <p>Why we have concerns: We assess that there is a minor concern in this outcome area because the plans of care did not always reflect the support people needed in relation to managing their medication and the policies and procedures available needed to be more detailed and relevant to Belong at Home Wigan.</p> | |
| Personal Care | 20 | Outcome 21: Records |
| | <p>Why we have concerns: We assess that there is a minor concern in relation to Belong at Home Wigan and the management of records. Policies and procedures needed to be updated and records should always be fully dated.</p> | |

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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