



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Primary Care UK Ltd

**Atlantic House
22 Telford Road
Clacton on Sea
Essex
CO15 4LP**

Lead Inspector
Sara Naylor-Wild

Unannounced Inspection
17th April 2007 09:30

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	Primary Care UK Ltd
Address	Atlantic House 22 Telford Road Clacton on Sea Essex CO15 4LP
Telephone number	0870 112 7123
Fax number	0870 112 7124
Email address	reception@primarycareuk
Provider Web address	
Name of registered provider(s)/company (if applicable)	Primary Care UK Ltd
Name of registered manager (if applicable)	Mrs Natalie Emmerson
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 18th May 2005

Brief Description of the Service:

Primary Care Ltd is based in Clacton on Sea, with offices on a small trading estate just outside the town. The service provides care to service users with learning disabilities in the Tendring area. The primary aim of the service is to support service users in the transition from residential care or living with families to independent living in individual or shared houses. The majority of service users are referred by Social Services Learning Disabilities teams. The Directors, Natalie Emmerson and Michelle Duggan, also hold the posts of Registered Manager and Responsible Individual respectively. They both have a working background in learning disabilities services and hold qualifications commensurate with their posts.

SUMMARY

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

Information in this report has been gathered by the Commission for Social Care Inspection (CSCI) since the last inspection of the service in June 2005 including questionnaires sent to staff and people using the service in March 2007. In addition a visit was made to the offices of the agency on the 17th April 2007 to meet staff and inspect records and visits were made to the homes of people using the service on 26th April.

What the service does well:

The service is focussed on the needs of the people it supports, and the promotion of independence for those people. People who use the service are invited to participate in the training and recruitment of staff. The agency was able to provide an example how it tried to meet particular needs of one person by recruiting a member of staff who had a particular understanding of their way of life.

Feedback from people using the service was positive about staff providing care and support and the way the agency dealt with changing needs. One person said 'I am happy and so delighted I came here'. There was evidence that people using the service were accessing a wide range of activities in the community with support from agency staff.

The agency has developed some good formats for assessing the needs of prospective service users, and involved people in those assessments. The agency monitors care practice and record keeping on a regular basis so that where improvements are necessary they are quickly picked up.

The agency provides a good level of support to staff. People who use the service were happy that a stable staff team provided care. Staff reported a high level of satisfaction with the agency as employers.

What has improved since the last inspection?

The agency has engaged a training co-ordinator since the last inspection to manage the planning and delivery of training related to the needs of people using the service.

What they could do better:

The agency could improve on the quality of records maintained in respect of complaints to ensure that all matters of concern raised by people using the service are fully responded to.

The quality of information entered onto assessments was variable and did not always provide sufficient detail to ensure that care plans would meet individual wishes in all areas.

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

People who use this service experience good quality outcomes in this area.

This judgement has been made using available evidence including a visit to this service.

People who use this service, and their relatives, can be confident they will be involved in the assessments of help needed.

EVIDENCE:

All of the records inspected included a care needs assessment. The quality of information held within these documents varied from adequate to very good.

In addition to the information provided by a referring agency, it was clear that a representative from the agency visited people before offering a service. Three of the four people who completed a survey about the agency said they had been involved in the decision to use the agency.

The agency had some good proformas to use when discussing with prospective users of the service what help they wanted, but they were not always completed well. For example, the form includes the question 'is there anything you like/need to do to help you sleep at night?' The answer given was 'A good routine' but no details were provided about what this might be. Other sections of the form covering likes and dislikes generally held much better information. It was clear from the agencies own assessments that where information had been provided by a referral agency, detail and clarification was sought with the person for whom care was to be provided.

All of the records seen included assessments to identify potential risks of the environment people lived in as well as risks associated with their lifestyle and support needs, to ensure that care could be provided in the safest possible way.

A small number of forms were not signed or dated which made it difficult to assess the currency of the information they contained. This had however been identified and addressed by the agency as part of its on-going monitoring practices.

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):

8 and 10

People who use this service experience excellent quality outcomes in this area.

This judgement has been made using available evidence including a visit to this service.

People using this service can expect care to be provided in a manner that promotes their privacy and dignity.

EVIDENCE:

People completing surveys about the service, said staff 'always' respected their privacy and dignity. One person was observed being helped around their home by a carer from the agency. The help was provided in a sensitive manner that promoted the independence of the person being helped. The same person confirmed that they knew all of the people who helped them, and that they never had 'strangers' helping. At a visit to their home, one person confirmed that all of the tasks in their care plan were carried out as detailed in the plan.

Staff training was taking place during the visit to the agency's office. People who use the service were involved in the training and were able to describe to new staff, verbally and with the help of photographs, how they liked to be helped, and what sort of things they liked to do.

Prompt action was taken when a member of staff breached confidentiality, further demonstrating that the issues of privacy and dignity are taken seriously by the agency.

The agency was able to describe steps it had taken to meet the needs of one person whose cultural needs were different to the majority of people in the area. This carer had also attended training in equal opportunities to help them deliver care in an appropriate manner. One member of staff commented 'the agency picks ... staff that fit well with the variety of service user's ... so staff and service users are comfortable with each other.'

The agency has a clear and comprehensive medication policy. One of the set of records inspected included a clear summary of a person's needs related to medication, including information about the medication prescribed. Where medication was administered, records were monitored on a regular basis. This had identified a period of poor recording in one instance that had been addressed promptly and appropriately by the senior member of staff. People using the service described a range of help provided from collecting medicines from the pharmacist to administering medication on a daily basis. All of the people in receipt of this form of help were happy with the service.

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 and 14

People who use this service experience good quality outcomes in this area.

This judgement has been made using available evidence including a visit to this service.

People who receive a service from this agency can expect to be cared for safely and to have any concerns addressed.

EVIDENCE:

The records relating the three members of staff were inspected. The records for one person included manual handling training and two people had completed health and safety training. Core training, which all staff are expected to complete, includes food and personal hygiene, health and safety,

first aid and the protection of vulnerable adults. These are key areas of knowledge for the promotion of safe working practices and the protection of vulnerable people.

There was evidence from discussions with staff and the agencies records that appropriate action had been taken by staff following concerns about the practice of another member of staff. One member of staff said they would be confident about raising any issue with the agency.

People in receipt of a service were confident that they would be listened to if they had any concerns. One person said 'if I wasn't happy I would talk to [staff] and they would sort it out'. Three of the people completing questionnaires said staff 'always' listened to them and one person said staff 'usually' listened to them.

The training is supported by the assessments of risk carried out by the agency. The risk assessments seen were related to the support needs of individuals using the service and to the environment within which the support was provided. Where risks were identified strategies to deal with them were incorporated into individual care plans.

The agency acted promptly on the issue of concern raised by a member of staff, by contacting appropriate agencies and suspending the person in question. The agency kept records in relation to any concerns raised about the care provided. They included action that would be taken, but it was not always clear from the records whether that action had been carried out. The Commission for Social Care Inspection has not received any complaints about the agency since the last inspection.

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 and 21

People who use this service experience excellent quality outcomes in this area.

This judgement has been made using available evidence including a visit to this service.

People who use this service can be confident that they are supported by staff who are carefully selected, trained and supported in their work.

EVIDENCE:

The agency continues to operate a robust recruitment process that helps to keep people who use its service safe. Satisfactory checks had been carried out before people commenced employment and a comprehensive induction programme, that involved people who use this service, was completed soon after staff started work.

The agency had employed a training co-ordinator since the last inspection. The training co-ordinator was responsible for planning and running core and specialist training as well as the induction sessions referred to above. A range of specialist training and information sessions had been made available to specific staff to enable them to meet the diverse needs of the people they were supporting. The innovative approach to training, and the positive inclusion of people using the service was a valuable resource to the service.

Staff were very satisfied with the level and quality of training and support provided by the agency. Two members of staff said 'I can't think of anything the agency could do better' and another person said 'I feel the induction is very good'. Staff felt appropriately supported and supervised and said they could and would approach managers if they had any issues. There was evidenced from records held by the agency that issues were addressed promptly with individual staff or groups of staff where necessary. There was also evidence of a range of practices to support and develop staff, these included one to one supervision, observation of practice, team meetings and mentoring sessions.

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 and 26

People who use this service experience good quality outcomes in this area.

This judgement has been made using available evidence including a visit to this service.

People who receive a service from this agency can be confident that it will be delivered in a well-managed and planned way.

EVIDENCE:

The agency had moved offices since its last inspection. And although the new offices were on the edge of a light industrial estate, efforts had been made to bring people who use the service in for training events. The agency benefitted from having a more stable lease agreement with the new office. The accommodation also has a range of rooms including training and interviewing rooms as well as offices and a reception area.

There is a clear management and reporting structure at the agency. Staff and service users confirmed that when changes were needed to care plans the

communications systems in place worked to ensure this happened. Staff and service users described Primary Care UK as an agency that was supportive and flexible in the way that it met the needs of people cared for. The agency has clear policies and procedures in place that provide a framework of working practices for staff, and these are currently under review.

The agency had received five complaints since the last inspection. The records relating to these were easily accessible. All but the most recent issue had notes of the follow up action to be taken, although it was not clear whether this had been completed. Three of the complaints were from people using the service, their relatives or another agency. One of these three had been responded to in writing with a clear letter that detailed action that would be taken. It was not clear how this information had been communicated in the other two cases.

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	3
3	X
4	X
5	X
6	X

Managers and Staff	
Standard No	Score
17	3
18	X
19	4
20	X
21	4

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

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

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

Are there any outstanding requirements from the last inspection? No

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
1.	DO26 DO2	A more regular review of records, particularly those relating to assessment of need and complaints, to ensure standards are maintained across the agency.

Commission for Social Care Inspection

Colchester Local Office
1st Floor, Fairfax House
Causton Road
Colchester
Essex
CO1 1RJ

National Enquiry Line:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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