



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

A2 Housing Care and Support

**Airways House
2 Langley Road
Slough
Berks
SL3 7AA**

Lead Inspector
Sally Newman

Unannounced Inspection
23rd June 2006 9:30

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 A2 Housing Care and Support

Address Airways House
2 Langley Road
Slough
Berks
SL3 7AA

Telephone number 0118 959 5466

Fax number 0118 902 7116

Email address

Provider Web address

Name of registered provider(s)/company (if applicable) A2 Housing Care and Support

Name of registered manager (if applicable) Mr Patrick Frederick Mallett

Type of registration Domiciliary Care Agencies

Category(ies) of registration, with number of places

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 12th July 2005

Brief Description of the Service:

A2 Housing Care and Support (previously known as Airways Court Housing) provides Domiciliary Care services to residents living in their sheltered housing schemes in and around Berkshire and the surrounding areas. They do not provide services outside their housing schemes.

SUMMARY

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

This was an inspection arranged with 5 days prior notice.

The inspector spent time in discussion with the manager, a scheme manager and a supported housing manager. Two service users were spoken to in private. 20 Service users and 20 care staff were sent questionnaires prior to the inspection of which 5 care worker surveys were returned and 8 service user surveys were returned. Information was provided by the agency prior to the inspection and a range of records were seen on site.

What the service does well:

This service is particularly good at supporting people to maintain their independence.

Residents comments are listened to and acted upon through a specialist department called residents involvement.

What has improved since the last inspection?

Staff are more professionally qualified through the implementation of a comprehensive training programme.

The staff recruitment procedures are more robust.

What they could do better:

To assist in improving Social Services response to changes in care needs.

To improve the co-ordination of support and care needs

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.

DETAILS OF INSPECTOR FINDINGS

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User Focused Services (Standards 1-6)

Personal Care (Standards 7-10)

Protection (Standards 11-16)

Managers and Staff (Standards 17-21)

Organisation and Running of the business (Standards 22-27)

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 at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

2

Quality in this outcome area is good. The care and support needs of service users are assessed appropriately. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Evidence was provided by talking to staff and from examination of files for 6 service users. All potential service users are visited prior to a service being offered. Assessment formats are used to record relevant information together with information provided by the referring agent. Files seen contained

comprehensive information which is used to inform the initial care package to be provided. This information is updated on a regular basis when changes occur.

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 at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

8 & 10

Quality in these outcome areas is good. Service users are respected and arrangements for medication are robust. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

All service user responses indicated that they are treated by staff with respect and their right to privacy is upheld. In discussion with two service users it was apparent that they valued care staff and felt well treated by them. Staff induction training addresses the importance of valuing people and regular observation of staff practice ensures that standards are maintained.

Generally arrangements for medication are robust. All service users provide written consent to receive assistance with their medication. One service user survey response indicated that medication had been disrupted by missed calls and incorrect timings. The manager was able to establish that this concerned

a very small scheme which had experienced difficulties with staffing. Due to these difficulties the agency was due to withdraw this service and hand over to another provider.

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 during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

11, 12 & 14

Quality in these outcome areas is good. Health and safety processes protect service users and staff. Accidents are minimised and service users are protected from abuse. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

Health and safety training forms a fundamental element of induction training and regular updates are provided for all staff. Staff spoken to demonstrated a sound knowledge of the principles of health and safety practices and understood their own responsibilities. The agency has a health and safety policy which was reviewed in January 2006.

Risk assessments were in evidence on service user files. Relevant risk assessments such as for medication are also kept in the service users own home. Only staff trained to undertake risk assessments do so. Regular checks are undertaken on health and safety equipment and maintenance records are kept.

All staff receive training in protection of vulnerable adult issues with regular updates being provided. In discussion with staff awareness of the potential for abuse was clearly understood and appropriate action in the event of an allegation was supported by clear procedures.

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 at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

17, 19 & 21

Quality in these outcome areas is good. Staff recruitment protects service users and they know staff are appropriately trained. Comprehensive staff supervision is provided. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The files for 6 staff were examined. The inspector was assisted by a human resources officer who facilitated access to the files. All necessary checks are undertaken and documentation is in place to support the process. The officer assisting provided examples of when references had not been accepted and where questions had been posed to candidates as a result of queries on application forms. It was noted that not all staff files held an up to date photograph of the staff member. This was already known to the HR officer and was in the process of being actioned by the supply of digital cameras to the various schemes.

All new staff receive comprehensive induction which is supported by an individual induction checklist which follows the Skills for Care format. New staff receive support in proportion to their previous experience and confidence. The organisation employs a training co-ordinator who monitors all staff training and alerts managers when updates are required. It was reported that a different training provider was being used which was proving to be successful. An NVQ programme is in place which supports all staff to achieve NVQ qualifications.

Staff supervision is comprehensive and takes the form of regular one to one sessions and annual appraisals. Staff meetings alternate between support worker meetings and whole staff team meetings. Written records are kept of these meetings. All staff spoken to said that they felt well supported and knew who to contact if they had a difficulty.

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 during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

22 & 26

Quality in these outcome areas is good. The service provided is consistent and well managed and service users are confident that their complaints will be listened to and acted upon. This judgement has been made using available evidence including a visit to this service.

EVIDENCE:

The service was reported by almost all service users spoken to and surveyed as either good or excellent. Those service users who had experienced problems were most likely to have been from a scheme which had experienced staffing problems and which was due to be handed over to another provider.

Complaints, concerns and comments are encouraged by the organisation by the use of service user leaflets and training. Major complaints are held centrally with cross referencing to local schemes. All other complaints are held

in the Reading office and records seen indicated that complaints and concerns are dealt with appropriately.

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 Number	Score
1	X
2	3
3	X
4	X
5	X
6	X

Managers and Staff	
Standard Number	Score
17	3
18	X
19	3
20	X
21	3

Personal Care	
Standard Number	Score
7	X
8	3
9	X
10	3

Organisation and running of the business	
Standard Number	Score
22	3
23	X
24	X
25	X
26	3
27	X

Protection	
Standard Number	Score
11	3
12	3
13	X
14	3
15	X
16	X

no

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
1	DO1717	Schedule 3	To maintain an up to date photograph for all staff.	31/07/06

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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