

Key inspection report

Domiciliary care agencies

Name:	Northwood Nursing and Care Services Ltd (Dom Care)
Address:	3 Warmair House Green Lane Northwood Middlesex HA6 2QB

The quality rating for this domiciliary care agency is:	three star excellent service
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A quality rating is our assessment of how well an agency is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

Lead inspector:	Date:							
Susan Woolnough-Singh	2	2	0	4	2	0	1	0

This is a review of quality of outcomes that people experience in this agency. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the agency:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example User focussed services)

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people using this domiciliary care agency experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Domiciliary Care Agencies can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Internet address	www.cqc.org.uk

Information about the agency

Name of agency:	Northwood Nursing and Care Services Ltd (Dom Care)
Address:	3 Warmair House Green Lane Northwood Middlesex HA6 2QB
Telephone number:	01923828902
Fax number:	01923828951
Email address:	
Provider web address:	

Name of registered provider(s):	Northwood Nursing and Care Services Ltd
Name of registered manager (if applicable)	
Fiona Cristol	
Conditions of registration:	
The registered person may provide the following categories of service only: Domiciliary Care Agency - Code DCA, to service users of the following gender: Either	
Date of last inspection	
Brief description of the agency	
<p>Northwood Nursing Care Services Limited provides domiciliary care services (in addition to its subsidiary company operating under the same name as a Nurse Agency). Northwood Nursing & Care Services Ltd is a privately run domiciliary care organisation developed to provide a viable alternative to residential or institutional care and to allow the earliest possible discharge date following a hospital admission. This Domiciliary Care organisation began trading in 2000, providing domiciliary care services in Northwood and surrounding areas. The branch provides a service to clients residing in Northwood and the surrounding area with care needs ranging from those for older people, people with dementia, adults with mental health problems, learning disabilities, physical disabilities, adults with terminal illness, adults who are ill and recovering from illness. The agency carries out an initial assessment of personal care, health and social care needs and any proposal to provide care would include a profile of the skills of the care staff hired to provide that care.</p> <p>The service is situated in Northwood, in a newly acquired office suitable for the purpose of managing a Domiciliary Care Agency. The company aims to provide a personal touch, and being a small company has succeeded in achieving this to date.</p>	

Brief description of the agency

A copy of the Statement of Purpose and Service User's Guide and the latest Care Quality Commission inspection report is available from the agency. The current fees charged are £15.24 per hour - £29.90 per hour.

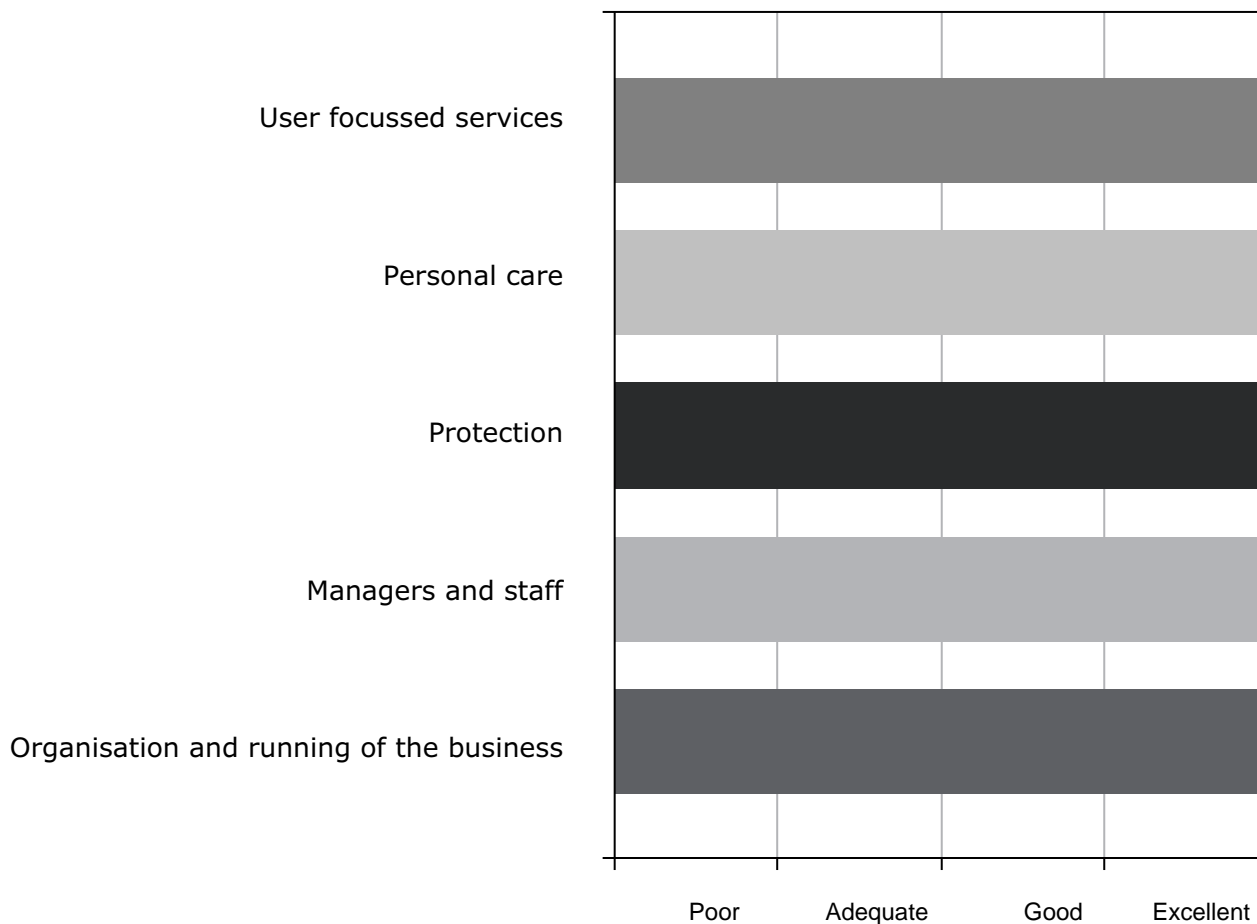
Summary

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

The quality rating for this agency is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

This key inspection took place on 22nd April 2010 and 27th April 2010. We met with the Registered Manager and Director of Care to discuss the management of the Domiciliary Care Agency. We looked at care plans, staff recruitment files and key policies and procedures.

We sent out questionnaires to people who use the service and staff. The feedback on the agency, from both, was positive. Information on the surveys is contained in the body of the report.

The agency has moved business premises since the last key inspection in 2007. The new premises is well equipped and provides a comfortable safe working environment for staff.

What the agency does well:

The outcome of this inspection was positive. No statutory requirements were made as a result of this inspection.

The agency operates on a small and personal level and states that its aim is to provide the highest possible quality of care to people who use the service.

The agency has a proactive management team, leadership and strong ethos is ensuring that it is achieving its stated aims. There were good self assessment systems in place to evaluate the quality of service delivery which is carried out on a regular basis.

The agency premises is well equipped and organized, proving a safe and comfortable working environment for staff.

The management team is well organized with each member of the team having a clearly defined role and designated tasks.

What has improved since the last inspection?

the agency is operating from a new premises which is suitable for the business of running a Domiciliary Care Agency.

The agency has looked at improving feedback from people who use the service. People are asked to send in their comments with their monthly invoices.

The Director of care has undertaken training to enable her to provide in house training for staff.

We did not make any Statutory Requirements or recommendations as a result of the key inspection in 2007.

What they could do better:

The agency has identified areas for improvement in the Annual Quality Assurance Assessment we asked for.

We identified, as did the agency, the need to improve the frequency of staff supervision.

A good practice recommendation was made for a least two managers to attend interviews when new staff are recruited.

If you want to know what action the person responsible for this agency is taking following this report, you can contact them using the details on page 4.

The report of this inspection is available from our website www.cqc.org.uk.

You can get printed copies from enquiries@cqc.org.uk or by telephoning our

order line 0870 240 7535.

Details of our findings

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User focussed services

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People are confident that the agency can support them. This is because there is an accurate needs assessment, which they, or someone close to them, have been involved in. This tells the agency all about them and the support they need and is carried out before they are offered a personal domiciliary care service.

People and their relatives can decide whether the agency can meet their support needs. This is because they, or someone close to them, have got full, clear, accurate and up to date information about the agency. People know that the agency can meet their needs because staff have the skills and experience to give them the care they need. If they decide to use the agency they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the agency that includes how much they will pay and what the agency provides for their money. People are confident that the agency handles information about them appropriately. This is because the agency follows their policies and procedures. They get a consistent, and flexible care service from reliable and dependable staff members.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People are provided with the required information to enable them to make a decision about the agency. Comprehensive assessments are carried out prior to the service commencing.

Evidence:

An up to date Statement of Purpose and Service Users Guide are available. Information on the Statement of Purpose had been updated since the last Inspection. The Statement of Purpose contained information on the Complaints Procedure and contact details for Care Quality Commission.

We looked at a number of care records relating to people who use the service. Care is

Evidence:

provided on a private basis with people selecting the agency. The agency offers a service to people who are generally within a twelve mile radius of Northwood

Comprehensive assessments are carried out prior to people being offered a service. These are carried out by the Registered Manager or a senior staff member. People who use the service are issued with an individual contract agreement prior to the commencement of the service.

Personal care

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the agency is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. Their right to privacy is respected and the support they get from workers is given in a way that maintains their dignity. If people take medicine, they manage it themselves if they can. If people cannot manage their medicine, the agency supports them with it in a safe way.

People's needs and goals are met. The agency has a plan of care that the person, or someone close to them, has been involved in making. They are able to make decisions about their life, with support if they need it, as the staff promote their rights, choices and independence.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The agency is still relatively compact and provides for a small base of clients. This affords a personal service whereby managers and carers are fully aware of peoples needs.

Evidence:

We sent our questionnaires to people who use the service. We received ten completed questionnaires. People were asked to verify their satisfaction with the information provided by the agency, the care plan and staff, the complaints procedure and contact with the agency. The tick box responses indicated that people were satisfied with the agency and the provision offered. People made some positive comments about the agency. People commented that the agency is flexible, reliable and care workers are on time. That staff both care and administrative are engaged in their roles and are responsive. The agency has good team who are trustworthy. One comment was made that staff should be given practical handling with a hoist.

We looked at the care plans of four people who use the service. Care plans examined covered the essential element of care being provided to the person. They also included individual risk assessments and reflected changing needs. Care plans are reviewed on

Evidence:

a regular basis and reflected changing needs. Care plans were agreed and signed by the person receiving the service or their relatives. Information contained in the care plan is updated regularly and covers the specific of care has been commissioned by the person using the service and their family. We were able to see from the care plan, and ascertain from discussion with the Manager and Senior staff that the agency support people with varying needs, from social support only to a full personal care and support. The care plans reflect the level of care provided. The agency is open to comments from people who use the service and will change a carer if this is requested.

We discussed with the Manager and a senior member of staff the care needs and care plans of some people using the service. This discussion indicated that the senior management team have detailed knowledge of people and their care needs. A key worker system is in place whereby a designated carer is allocated, the key worker is also responsible for ensuring care information is forwarded and updated as necessary.

The agency has a policy and procedure for medication and health related activities. We were able to see in the files and care plan of people who use the service that medication information and guidance is given. We were informed by the agency that a medication error had occurred, that this had been investigated and new guidance put into place. The medication taken by people in their own homes is packaged and pre-dispensed by a Pharmacy. We confirmed that a prompt is given for the administration of medication if this is not the case. The District Nurse had given care staff training to administer medication prescribed for external use, such as eye drops.

An IT system is in place specifically designed for the purpose of managing the business of Domiciliary and Nursing Care Agencies. This had been introduced since the last key inspection and we were given a demonstration of how this is managed, looking at the care and staffing information held. The information held in regard to care planning is regularly updated and contact with the person who uses the service and their family is recorded.

Protection

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People using the agency are safeguarded. This is because the agency follows health and safety procedures, keeps records appropriately and ensures their staff follow policies and understand the importance of assessing risks. The agency safeguards people from abuse, neglect and self harm and takes action to follow up any allegations.

People are confident that their property and money will always be safe as the agency follows the right procedures. Their health and rights are safeguarded as the staff keep an accurate record in their home of all the support they give them.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The health, safety and welfare of people using the service and staff was promoted with risk assessments undertaken. Safeguarding policies are in place for personal possessions and finances. Clear guidance is available for people and staff, on making complaints and raising concerns with regard to poor practice.

Evidence:

The agency has the relevant policies and procedures for the protection of vulnerable adults. The staff handbook contains all the key policies and procedures covering protection of people using the service, and staff. As part of the induction process staff are introduced to the agency policies and procedures and sign to verify that they have read and understood these. People who use the service are self funding. We looked at the guidance in place for the safe handling of people's money and for tasks such as shopping and banking. We were able to see the transaction records used by staff when carrying out these tasks on behalf of people. We looked at a number of policies and procedures including Whistle blowing for staff, the Internal and External Disclosure Policy, Gifts and service users money, and unsafe work practices.

Managers and staff

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People have confidence in the staff at the agency because checks have been done to make sure that they are fit to do the job. Their needs are met and they are supported as the staff get relevant training, support and supervision from their managers.

People have safe and appropriate support because the staff providing their care are qualified and competent. They are confident that the staff that provide their support are clear about their roles and responsibilities.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The agency has a robust recruitment procedure. The recruitment of good quality staff is integral to the delivery of an excellent service.

Staff are provided with the required mandatory training as well as training opportunities for their development. Staff have annual training, annual appraisal and supervision.

Evidence:

We looked at the recruitment files of care workers. These contained the necessary documentation such as application form, three references including one from a previous employer, verification of enhanced Criminal Records Bureau check, driving documentation and other employment related correspondence. There was also evidence of annual appraisal and supervision. Staff annual appraisal had taken place at the beginning of 2010. The supervision record for one member of staff did not evidence that regular supervision had taken place. We were given information that indicated discussion on care related matters had taken place for this person. The agency had identified that supervision, particularly spot supervision whereby care workers are observed at work, needed to be improved.

We made one good practice recommendation that staff interviews take place with at least two on the interview panel. The reason for this being that the assessment of

Evidence:

candidates and their ability to work at the standard required can be shared between two senior members of staff.

We received 10 staff questionnaires and the comments made about the agency were positive. Staff commented that the agency is run professionally and the standard of care is excellent, information given to staff is excellent, the agency responds well to people and training is good. One area for improvement was identified as letting staff know of changes in peoples care.

We received a copy of the training schedule for 2009 and the training plan for 2010/2011. The previous year, staff had received the required mandatory training in moving and handling, health and safety, safe food handling and basic first aid. and safeguarding vulnerable adults. Some staff had attend training on dementia and end of life care. The training schedule for 2010/11 had identified training objectives with estimated costs and timescales. Training planned included new staff induction and in house training including mandatory training in working safely, National Vocational Training, literacy training, and training for trainers. Training on specific conditions that people may have was also included.

At the time of the inspection a number of staff had obtained a National Vocational Qualification and a number had started this training. Six staff had NVQ Level 3 and sixteen staff NVQ Level 2. Five staff were currently receiving NVQ Level 2 training and two staff NVQ Level 3.

Organisation and running of the business

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People get consistent and planned support from the agency because the manager runs it appropriately with an open approach that makes them feel valued and respected.

People using the agency are safeguarded because it follows financial and accounting procedures, keeps record appropriately and ensures that their staff follow policies. If people have concerns about the agency they, or people close to them, know how to complain. Their concern is looked into and action taken to put things right.

This is what people using this domiciliary care agency experience:

Judgement:

People using this service experience **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People who use the service can be assured of a well managed and planned service tailored to their needs. The agency has been proactive and has carried out its quality assurance surveys regularly based on seeking the views of people who use the service and their relatives.

Evidence:

We discussed with the Registered Manager the structure of the management team and the individual roles and tasks designated to people to manage and monitor the work on the agency.

The Management Team consists of the Registered Manager who is responsible overall, and carries out initial assessments on referral and staff training and supervision. The Manager is also responsible for the recruitment and checking of Registered Nurses.

The Director of Care Services is responsible for monitoring care, organizing the staff duty roster and recruitment. She has undertaken training to enable her to teach staff. She is also on the out of hours duty roster.

Three business support staff are also employed in the office. Their role is to take inquiries and organize the office and set up interviews. A care worker qualified to NVQ Level 3 is also employed in the office on part time basis to assist the Director of Care

Evidence:

Services. A Bookkeeper is employed with the main responsibility of invoicing and payroll. The Managers son is part of the business team, mainly with regard to IT systems and planning.

The premises is suitable for the purpose of running a Domiciliary Care agency. The office is well equipped with IT systems and the software to support the staff in the business of managing the work required to offer people a good service. A spacious training room is available. We observed a safe, tidy and very well organized working environment.

The service received by people was consistent, well planned and managed. Accurate and up to date records were maintained in the interest of safeguarding the right of people who use the service. The agency has a robust complaints procedure and an accounting and financial system in place to ensure its continuity. One complaint had been received and investigated. The investigation and outcome were clearly documented and the procedure was followed.

All records and documents examined were kept up to date and in good order.

We were able to look at feedback from people receiving a service, feedback from people and their relatives was complimentary and positive. We looked at surveys sent out to people and care staff in 2009 and 2010, these were sent to people by the agency.

A new method of ascertaining the views of people who use the service has been introduced since the last inspection. The agency has asked for feedback on the invoices sent out to people. They are invited to comment on their expectations and satisfaction levels with regard to the care they receive.

A business plan is in place. The agency has assessed the strengths and weaknesses and identified areas for service improvements and further staff.

The Agency has the Investor in People award.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this domiciliary care agency. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations
1	17	For the purposes of recruitment candidates are assessed by a recruitment and interview panel of at least two senior members of staff.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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