

Annual service review

Name of Service:	Prime Care Community Services	H59 53360
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The quality rating for this service is:	3 star Excellent
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The rating was made on:	2	5	0	5	2	0	0	7
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A quality rating is our assessment of how well a care home, agency or scheme 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 review a 'key' inspection.

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service?	NO
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You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:	2	5	0	5	2	0	1	0
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Name of inspector:	Date of this annual service review:
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Debbie Calveley	2	0	0	4	2	0	0	9
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Information about the service

Address of service: Unit 5, Talland Parade, High Street, Seaford, BN25 1PJ
Telephone number: 01323 491975
Fax number: 01323 873245
Email address: steve@primecare.uk.com
Provider web address:

Name of registered provider(s): Prime Care Community Services Ltd

Name of registered manager (if applicable): Vacant

Conditions of registration: DCA

Have there been any changes in the ownership, management or the service's registration details in the last 12 months? NO

If yes, what have they been:

Date of last key inspection: 2 5 0 5 2 0 0 7

Date of last annual service review (if applicable): 2 2 0 5 2 0 0 8

Brief description of the service:

The agency office is based in the centre of Seaford, in a building shared by other businesses. They are located on the first floor via stairs and are not suitable for physically disabled service users to visit. The service covers the surrounding towns and villages including Eastbourne and Brighton. The offices have extended and now offer a well-equipped training room and a separate office and meeting room for the manager. The office staff also have their own office as do the senior carers. The offices are well decorated with all the necessary equipment for the efficient running of a busy agency.

Staff visit the various satellite offices for training and supervision. The main office is manned five days a week from 0830 - 1700 hours. There is a twenty-four hour phone service provided seven days a week.

The agency have extended their services in to Brighton and Hove City and due to this have a training office in Brighton so staff can meet more easily for supervision and training sessions. There are plans to extend their services further in the next few months.

The Agency is registered to provide a range of care services to both private and social services clients who are aged over 18 years.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

- The **annual quality assurance assessment (AQAA)** that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.
- Information we have about how the service has managed any **complaints**.
- What the service has told us about things that have happened in the service, these are called '**notifications**' and are a legal requirement.
- Telephone contact was made with the home on the day of the Annual Service Review so as to clarify any changes to the service.

The previous **key inspection** and the results of any **other visits** that we have made to the service in the last 12 months.

What has this told us about the service?

The service sent us their annual quality assurance assessment (AQAA) when we asked for it. The AQAA was informative and recorded areas where the service had improved in the last year and others where further developments are planned or would benefit the people who use their service.

The last key inspection report was very positive with no requirements and no recommendations of good practice made. Telephone contact with the person in charge confirmed that there have been no formal changes to the management structure of the home and to the people who use the service.

Since the last inspection there has been two notified events recorded. One complaint has been received by the service and by the CSCI, this was fully investigated by the registered provider and appropriate action taken by the company.

Evidence within the AQAA indicated that improvements to the service have included:

A detailed Statement of purpose and Service Users Guide is in place and also available on the agency website, which is written in plain english and available in different font sizes.

The agency continue to develop the care planning skills of the staff, encourage all staff to react proactively to trends identified in the continuous monitoring of health and social needs. They continue to encourage and support staff to undertake National Vocational Qualifications(NVQ)- at present the agency have 130 permanent members of care staff and of those 33 have a NVQ with a further 10 enrolled. Staff also undertake specific training to meet the needs of the people who use the service. The agency provide comprehensive in house training, a thorough induction programme and training plans that include awareness of the Mental Capacity Act and its implications.

Equality and diversity continues to be promoted within the agency, and includes working towards becoming 'positive about disabled people', an objective that will have a beneficial impact on the entire service. This objective of the agency is a work in progress.

The AQAA states that the care planning has been further adapted to elicit and capture a wide range of equality and diversity issues which help shape the service delivery, the training and staff development has been adapted to ensure that our staff are aware of and are positive about all areas of equality and diversity.

The recruitment and selection procedures are reviewed annually by a specialist employment law firm to ensure they comply with new anti-discrimination legislation.

Supporting people to maintain their independence is a key part of Prime Cares Statement of Purpose and the managers and care/ support workers positively support the people who use the service to make their own decisions and control their own lives. These outcomes impact positively upon promoting the privacy and dignity of the people who use the service. The agency encourage risk taking, mitigated by risk management, and have subsequently developed a better understanding of what constitutes autonomy and independence for older people in their own homes - identifying what they need and empowering and assisting them to make informed decisions. The agency further encourage positive outcomes through reassessments, reviews and reporting and recording by the carers.

The AQAA states that risk assessment is covered comprehensively by Prime Care as all senior members of the company are currently-certified risk assessors. Every new referral to the service is assessed by two trained risk assessors, in conjunction with the person using the service and (where appropriate) family members, prior to service commencement.

The agency electronically record events that impact on the people who use the service and these logs are reviewed each day and actioned. Duplicate incident / message logs, whereby concerns raised in the homes of the people who use the service are manually recorded and forwarded to field supervisors who action the concerns. Details are then logged on the electronic care management system for ongoing reference and follow-up. Out-of-hours incidents are recorded on data input sheets.

It is stated that feedback from surveys from people who use the service and their families are positive. In addition the management has progressed quality assurance measures to ensure the views of the people who use the service are responded to. The people who use the service benefit from staff who are trained and competent and thus are provided with a consistent approach to meeting their needs.

The information provided by the service and other sources confirmed our judgement that the agency is still providing an excellent service. The AQAA identified that the work force work hard to provide a friendly and caring service for the people who use the service within a person centred framework. The agency works well with the Commission and have shown us that their service continues to provide excellent outcomes for the people who use it.

What are we going to do as a result of this annual service review?

There will be no change to the inspection plan and will do a key inspection by 25 May 2010.

However, we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

Reader Information

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