

Key inspection report

Domiciliary care agencies

Name:	Prime Care Community Services Ltd
Address:	118, Victory Business Centre Somers Road North Portsmouth Hants PO1 1PJ

The quality rating for this domiciliary care agency is: two star good service

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:
Mick Gough	1 0 1 1 2 0 0 9

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

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- 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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Information about the agency

Name of agency:	Prime Care Community Services Ltd
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Provider web address:	

Name of registered provider(s):	Prime Care Community Services Ltd
Name of registered manager (if applicable)	
Mrs Lydia Elizabeth Blackman	
Conditions of registration:	
Date of last inspection	<input type="text"/>
Brief description of the agency	
<p>Prime Care Community Services offices are situated in Victory Business Centre close to the Bridge Centre in Fratton Road Portsmouth. Access to the premises is via the main entrance and involves a flight of steps so is not accessible for visitors with mobility problems. The business centre has a receptionist, who operates from a desk on the first floor and she will direct visitors to the agency.</p> <p>There is off road parking close to the business centre and there is a pay and display car park situated two minutes walk away.</p> <p>The agencies key objectives are to promote and develop domiciliary care services to enable individuals to live in their own homes with support and wherever feasible, to maintain a person's independence for as long as possible.</p>	

Summary

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

The quality rating for this agency is:

two star good service

Our judgement for each outcome:



How we did our inspection:

The purpose of the visit was to assess the quality of service provided by Prime Care Community Services Ltd. This was the first visit to the agency since it was registered with the Care Quality Commission in July 2009.

The inspection took into account the agencies Annual Quality Assurance Assessment (AQAA), which was sent to us when we asked for it. The AQAA is a self assessment tool that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Evidence for this report was obtained by looking at the agencies policies, examining records and talking with the management and staff.

As part of the inspection process an unannounced visit to the agency was carried out on the 10 November 2009, when we had the opportunity to inspect records and speak

with staff and also the registered manager who assisted us throughout the visit.

What the agency does well:

The service is well organised and the management structure supports good service delivery.

The agency makes good use of computer-based systems to contribute to ensuring consistency of service provision for people who use the agency.

Staff are well-supported and are provided with the equipment, training and Information they need to carry out their roles effectively.

What has improved since the last inspection?

This was the first visit to the agency since it was registered with the Care Quality Commission.

What they could do better:

No requirements or recommendations were made as a result of this inspection. However the agencies completed AQAA highlighted and identified the agencies own areas for improvement.

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

The agency has comprehensive procedures for assessing service users' support needs prior to the commencement of a domiciliary care service.

Evidence:

Assessment forms were seen for 3 users of the service and these provided details of the identified care needs. This included information on the service user's daily routines, personal hygiene, health, communication, medication and the persons' own abilities and skills. There was also information on any specific areas of need. The agency obtains information on the persons' needs from social services and they also carry out their own assessment using an assessment form. We saw assessments for 3 users of the service and social service assessments were also in place where appropriate. Service user's are given an information pack and this gives them clear

Evidence:

information on the service that the agency can provide and also provides information on the agencies terms and conditions. The assessment process gets the service user or their representative to provide their personal details and they are asked what support they require.

The completed AQAA states that full assessments are carried out prior to providing any support and those users of the service who completed the agencies satisfaction questionnaires confirmed this.

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

The agency has an effective care planning system in place that provides staff with the information they need to support each individual service user and to effectively meet their needs. Service user's and their families are treated with respect and feel valued. There are clear policies and procedures for staff with regard to medication and this helps to provide protection to users of the service.

Evidence:

Care plans were seen for 3 service users and these plans gave clear information on what support was required and gave instruction on how the service user wanted to be supported. One care plan stated the service user knows what support they need and knows how they want their support to be given. There was information to inform staff that they must ask the service user what support they need each day, as they had good communication. The plan went on to say that the service user would tell staff what support was needed. There was information on what the service user could do for themselves and also information on what support staff needed to provide.

Care plans had details of what security arrangements are required. Details of emergency contacts and clear risk assessments were in place. Care planning involved

Evidence:

service users and those care plans seen had been signed by service users or their representatives. A copy of the care plan is held at the agencies office and a copy is left at the service user's home.

All service users have a review after 6 weeks and thereafter every six months. There was clear information for staff on what action to take if they felt that the care plan needed to be changed. One review seen indicated that the service user would like to reduce the time allocated for the morning call. The agency has responded to this request by reducing the time spent at the service user's home from 1 hour to 45 minutes each morning. Recording is carried out after each visit and gave details of what support had been given and provided evidence of care delivery.

Written comments received from service users were very positive about the support they receive from the agency and its staff and comments included; 'I have a full say, if there are any changes to my care plan' 'staff are always friendly and easy to talk to' 'I could not ask for more' 'some situations that could be quite embarrassing are handled sensitively by staff and they promote my privacy and dignity at all times' 'I am very happy with the service provided by prime care'.

The registered manager said that staff induction training included guidance on respecting service user privacy and dignity. There is clear guidance in the care workers handbook and code of conduct which is issued to all staff members.

There is a comprehensive medication policy and procedure and care plans contained a medication management assessment. All of the agencies staff receive medication training. The issue of administering medication was discussed and we were informed that if the agency found that there was a need to support any service user with their medication this would be addressed on an individual basis. Appropriate training would be provided for staff and support plans would have clear information on how this should be carried out and 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 **good** 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 service users are promoted and protected. Risk assessments are undertaken to minimise the risk of accidents or harm happening to service users or staff. The agency has an Adult Protection Policy and procedure, which reflects the local authority policy guidance and staff training and practises help to ensure service users are protected.

Evidence:

The agency has comprehensive policies and procedures with regard to health and safety and staff are issued with a staff handbook, which contains relevant information. Staff are issued with appropriate protective clothing, which includes; alcohol spray, gloves and aprons. Staff are provided with a safe system of work. Each service user has a comprehensive risk assessment carried out, this covers individual and environmental risks and also details the action to take to minimise any identified risk. Staff are aware of what action to take if they feel that there are any changes required to risk assessments.

A senior member of staff from the agency undertakes the assessment for potential risks and these are updated annually or earlier if required. The person who carries out risk assessments for the agency has received relevant training for this role.

Evidence:

All staff at the agency undertakes moving and handling training as part of their induction and the registered manager confirmed that moving and handling and risk assessment training is updated annually for all staff.

The agency has appropriate policies and procedures in place for the protection of service users and the staff induction programme covers adult protection training for new staff and there is a whistle blowing policy.

There are clear policies and procedures in place for ensuring that security and safety is maintained in the service users home, there was clear information in care plans to give staff information on how they gain entry to a service user's home. All staff members carry identity cards and there are clear policies designed to safeguard and protect service users from exploitation.

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

The agency has good robust recruitment procedures, which helps protect the well being, health and security of staff and service users. Staff are adequately trained to deliver care to service users and this benefits service users and their families. Staff receive regular supervision and are provided with an opportunity to discuss their work practise and training needs

Evidence:

Staff personnel records were seen for 2 members of staff and both contained all the required information. Information included completed job application forms and previous employment records, details of relevant experience and or qualifications, interview records, photographs for identification purposes, enhanced Criminal Records Bureau (CRB) and Protection of Vulnerable Adults (POVA) checks, two written references and contracts of employment.

The agencies completed AQAA told us that all staff are competent and trained to undertake the activities for which they are employed and responsible. In addition to Skills for Care Common Induction Standards, they deliver supplementary key skills training to care staff which includes; health & safety, infection control, medication, communication, consultation, basic first aid, moving & handling, safeguarding adults, and food hygiene. These are delivered via a rolling programme. Prime Care has its own training director who is a registered nurse and she has received a national

Evidence:

training award. There is also a training manager who provides in house training. Outside training organisation are also used to provide specialist training. Staff files that we looked at contained training records and we were able to confirm that there is an effective training programme. Certificates in training files included certificates for; health care skills, stroke heart attack, catheter (external) stoma care, arthritis, epilepsy, bereavement, pressure areas, diet & nutrition, Parkinson's disease, dementia, and diabetes.

Staff files contained records of regular supervision and staff receive regular supervision in line with the National Minimum Standards. Supervision includes direct observation of a support worker providing support to a service user with whom they regularly work.

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

Users of the service receive a well-managed and planned service and they and their relatives or representatives can be confident that their complaints will be listened to and taken seriously.

Evidence:

There have been no changes to the premises since the agency was registered in 2009. The registration process found the premises suitable for the agency's purpose and that they have all the necessary equipment. Computers are password protected and records are backed up daily. All paper records are kept secure in locked filing cabinets.

The manager of the service has proved her fitness to manage the service during the registration process and has undertaken relevant training courses to update her skills.

There is a clear and concise complaints procedure and a copy is issued to all service users and their families. Completed questionnaires indicated that service users are aware of the complaints procedure and they know how to make a complaint. The agency completed AQAA told us that the agency keeps a record of any complaints made along with actions taken and any outcomes. We looked at the complaints log and found that there had been one complaint made to the agency and this had been appropriately investigated and recorded.

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

Helpline:

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Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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