

NORTH LINCOLNSHIRE COUNCIL

CABINET

**INSPECTION REPORT
NORTH LINCOLNSHIRE COUNCIL COMMUNITY SUPPORT TEAM**

1. KEY POINTS IN THIS REPORT

- 1.1 To inform cabinet that the Care Quality Commission has completed an unannounced inspection on Adult Social Services Community Support Team.
- 1.2 The judgement awarded to the service was compliance which is now the highest judgement.
- 1.3 The service maintains its license to continue to practice.

2. BACKGROUND INFORMATION

- 2.1 The Care Quality Commission is the national regulator for health and social care services and its' role is to check whether providers comply with the Government's essential standards of quality and safety.
- 2.2 The inspection regime was previously on a three year cycle of announced inspections. However, following recent changes, the Commission have reintroduced annual unannounced inspections with a more robust inspection regime.
- 2.3 North Lincolnshire Council Community Support Team (CST) is a Domiciliary Care Agency that is registered to provide personal care to people who live in their own homes. The aim of the service is to provide short term rehabilitation and reablement support, to help people to remain living in the community and be as independent as possible.
- 2.4 This is different from the majority of domiciliary care agencies who provide long term care. CST primarily supports older or disabled people who have been in hospital, the Lilacs or who have had a period of illness in their own homes to return to as high a level of independence as possible. Staff have access to a high level of training and the majority of the staff are risk assessors enabling them to provide equipment and technology out of

hours to prevent admissions and promote early discharge.

- 2.5 CST may support individuals for a day, a week or up to six weeks in order to help them to return to the level of independence they had before. To ensure that individual's needs are met the staff undertake regular progress reports with the individual the outcomes of which are recorded electronically and services amended as required. The majority of people CST supports go on to require little or no services following an intensive period of reablement.
- 2.6 The previous inspection outcomes awarded Care Homes and Domiciliary Care Providers a rating of poor, adequate, good or excellent. North Lincolnshire Council's Community Support Team was judged to provide services of an **Excellent** standard.
- 2.7 CQC can now make between four judgements on a service. To be judged **Compliant** means that people who use services are experiencing the outcomes relating to the essential standard.
- 2.8 However, there are three levels of non-compliance depending on whether the impact on people who use the service (or others) is minor, moderate or major.
- 2.9 Where compliance is identified, no further action is taken. Where there are concerns, the most appropriate action is taken to ensure that the necessary changes are made.

3 OPTIONS FOR CONSIDERATION

3.1 Option 1

Receive the outcome of the Community Support Team unannounced inspection.

3.2 Option 2

Disregard the outcome of the community Support Team unannounced inspection.

4 ANALYSIS OF OPTIONS

4.1 Option 1

In July 2012 CST had an unannounced inspection and in August 2012 CQC published the findings into the compliance of the North Lincolnshire Council CST against the essential standards of quality and safety.

There are 28 Outcomes within 6 standards of compliance which CQC assess services against which are:

- Involvement and Information (outcomes 1-3)
- Personalised Care, Treatment and Support (Outcomes 4-6)
- Safeguarding and Safety (outcomes 7-11)
- Suitability of Staff (outcomes 12-14)
- Quality and Management (outcomes 15-21)
- Suitability of Management (outcomes 22-28) – not assessed at this inspection

The service was assessed against 5 outcomes which come through all the standards and were found to be Compliant and meeting all the essential standards of quality and safety which included:

Outcome 01: **Involvement and Information:** People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Outcome 04: **Personalised Care, Treatment and Support:** People should get safe and appropriate care that meets their needs and supports their rights

Outcome 07: **Safeguarding and Safety:** People should be protected from abuse and staff should respect their human rights

Outcome 14: **Suitability of Staffing:** Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Outcome 16: **Quality and Management:** The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

4.2 Option 2

If we disregarded the outcome of the Community Support Team unannounced inspection we would be failing in our statutory duties. We would be unable to make positive changes to the services provided and would lose the opportunity to celebrate the excellent work within this team.

5 RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 Financial - N/A

5.2 Human Resources and IT – n/a

6 OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)

6.1 CST can continue to be licensed to practice.

7 OUTCOMES OF CONSULTATION

- 7.1 During the Review of Compliance, the CQC Inspector spoke to both Service Users and staff.
- 7.2 The Service Users said that staff involved them in decisions about their support and that they were "very good" and "fantastic". They said they were "patient" and "considerate" and encouraged them to be independent and ensured their wishes were respected. They said that staff listened to them and took their concerns seriously
- 7.3 Service Users spoke to say that staff were very reliable and that they never missed a call. They told the inspector that staff provided support they had agreed to and that they were "delighted" with progress they had made.
- 7.4 Staff were described by Service Users as "courteous and discrete", "brilliant" and "very well trained."
- 7.5 Staff said they enjoyed doing their jobs and were provided with good training and development opportunities. Staff said they received good support from their manager and attended regular meetings, to enable effective communication and direction about their work.

8 RECOMMENDATIONS

- 8.1 That Cabinet receives the Inspection Report (Review of Compliance)for North Lincolnshire Council Community Support Team and recognises the work and performance of the Team.

DIRECTOR OF PEOPLE

Civic Centre
Ashby Road
Scunthorpe
North Lincolnshire
DN16 1AB
Author: Marie Oxley
Date: 11 September 2012

Background papers used in preparation of this report -

- 1. Review of Compliance Report, North Lincolnshire Council Community Support Team

Review of compliance

North Lincolnshire Council
North Lincolnshire Council Community Support
Team

Region:	Yorkshire & Humberside
Location address:	Brumby Resource Centre Ashby House East Common Lane Scunthorpe Lincolnshire DN16 1QQ
Type of service:	Domiciliary care service
Date of Publication:	August 2012
Overview of the service:	<p>North Lincolnshire Council Community Support Team is a Domiciliary Care Agency that is registered to provide personal care to people who live in their own homes.</p> <p>The aim of the service is to provide time limited rehabilitation and support, to help</p>

	people to remain living in the community and be as independent as possible.
--	---

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

North Lincolnshire Council Community Support Team was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 25 July 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

People that used the service told us that staff involved them in decisions about their support and that they were "very good" and "fantastic". People told us staff were "patient" and "considerate" and encouraged them to be independent and ensured their wishes were respected.

People told us that staff were very reliable and that they never missed a call. People told us that staff provided support they had agreed to and that they were "delighted" with progress they had made.

People told us they felt safe using the service and that staff were "courteous and discrete."

People told us that staff were "brilliant" and that they felt they were "very well trained."

People told us that staff listened to them and took their concerns seriously.

What we found about the standards we reviewed and how well North Lincolnshire Council Community Support Team was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care. The provider was meeting this standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People experienced care, treatment and support that met their needs and protected their rights. The provider was meeting this standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The provider was meeting this standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The provider was meeting this standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The provider had an effective system to regularly assess and monitor the quality of service that people receive. The provider was meeting this standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People that used the service told us that staff involved them in decisions about their support and that they were "very good" and "fantastic". People told us staff were "patient" and "considerate" and encouraged them to be independent and ensured their wishes were respected.

Other evidence

People that used the service understood the care and treatment choices available to them. People expressed their views and were involved in making decisions about their care and treatment.

We visited the office and visited two of the people that used the service. We found that people that used the service were given clear information regarding their care and support and were provided with a "welcome booklet", to help them understand and be involved in decisions and choices about their support.

Staff we spoke with were confident and professional in their manner and demonstrated a strong commitment to working in partnership with people that used the service.

We saw evidence of training and information given to staff, to enable them to effectively

carry out their roles and support people to be as independent as possible. We saw this included details about a range of tasks they may be expected to perform, together with information about the promotion of people's dignity.

Our judgement

People's privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care. The provider was meeting this standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People told us that staff were very reliable and that they never missed a call. People told that us that staff provided support they had agreed to and that they were "delighted" with progress they had made.

Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

As part of our inspection, we looked at the information kept in the office about people and visited two of the people that used the service.

We saw that assessments about people that used the service had been carried out to ensure the service was able to meet their needs. We found that individual "reablement" plans had been developed for people from their assessments of need, to enable staff to support them effectively. We saw that people who used the service had been involved and consulted about their support, to ensure their wishes and preferences about this were respected.

There was good evidence of close working arrangements with community health and social care professionals (for example physiotherapists, occupational therapists, district nurses and social workers) to ensure that the needs of people that used the service were met, together with regular reviews of their support. We saw that known risks to people had been assessed and were monitored, to ensure that people were kept safe

from harm.

Our judgement

People experienced care, treatment and support that met their needs and protected their rights. The provider was meeting this standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People told us they felt safe using the service that staff were "courteous and discrete."

Other evidence

People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

We saw evidence of training about the protection of vulnerable adults that had been delivered to staff as part of their induction and training development programme. We also saw evidence of individual certificates that had been awarded to staff, following training about the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS) to ensure the human rights of people were promoted and properly protected. We saw that information about this was included in a handbook given to staff, to remind them of their responsibilities to ensure people that used the service were safeguarded from potential harm.

There were policies and procedures available to ensure staff knew how to report potential issues of abuse. Staff we spoke with had a good understanding of these and said they were confident the manager would follow up any concerns about this element of practice.

We spoke with the local safeguarding office who told us there were no safeguarding referrals for the service that were currently being investigated. We made a random

check of staff files and saw evidence that appropriate recruitment checks had been carried out to ensure staff were safe to work with people who used the service.

Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The provider was meeting this standard.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

People told us that staff were "brilliant" and that they felt they were "very well trained."

Other evidence

Staff were able, from time to time, to obtain further relevant qualifications. An induction programme was in place to enable new staff to become familiar with their roles and responsibilities. We saw a well developed staff training plan was available, that was supported by the corporate training department of the provider. We saw evidence that a wide range of mandatory and specialist courses had been delivered, to enable staff to carry out their work.

We found that management systems were in place, to ensure staff training was updated when required. Staff told us they were individually notified by the training department to ensure their skills were correctly maintained.

Staff told us they enjoyed doing their jobs and were provided with good training and development opportunities. Staff told us they received good support from their manager and attended regular meetings, to enable effective communication and direction about their work. We saw evidence of individual staff supervision and appraisals of their skills, to enable the provider to monitor staff performance.

There was evidence the provider recognised and valued the development of staff and we saw certificates of achievement that had been awarded. Staff told us about national training awards they had been nominated for and we observed staff completing a module for a specialist university diploma in rehabilitation and reablement.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. The provider was meeting this standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

We spoke with people that used the service but their feedback did not directly relate to this standard. People told us however that staff listened to them and took their concerns seriously.

Other evidence

The provider took account of complaints and comments to improve the service. There was evidence that learning from incidents and investigations took place and appropriate changes were implemented.

We saw evidence of reports on key performance indicators concerning aspects of health, safety and welfare of people who used the service and staff, to ensure their wellbeing was promoted. We found evidence of regular audits of different aspects of service provision that were regularly carried out, to enable the manager to monitor the effectiveness of the service. We found evidence of action plans and reports prepared for the provider, to ensure identified issues were effectively managed.

There was evidence of an open and listening management approach that enabled people that used the service and staff to contribute their views. Staff told us about consultation and regular meetings with management to enable their views to be considered. We saw information about how to make a complaint was included within a "welcome booklet" issued to people when they started using the service, to enable their concerns to be taken seriously. We saw evidence of actions by the provider to follow up concerns and complaints that had been made and where possible resolved.

We were told that surveys were used to obtain feedback from people following their use of the service. We saw recent comments from relatives in these that stated "The care was brilliant...I cannot thank you enough" and "pass our thanks to all concerned for the excellent care and help you have given."

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive. The provider was meeting this standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA