

**NORTH LINCOLNSHIRE COUNCIL**

**ADULT SERVICES CABINET MEMBER**

**REPORT ON THE UNANNOUNCED INSPECTION OF COMMUNITY SUPPORT  
SERVICE BY CSCI**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To inform the Cabinet Member of the outcome of the unannounced inspection of the Community Support Service (CST) in December 2008 by the regulatory body, Commission for Social Care Inspection (CSCI).
- 1.2 The inspectors awarded the service three out of three stars and classed it as "excellent".
- 1.3 To recognise the work and commitment of staff in this service area in providing a high quality service.

**2. BACKGROUND INFORMATION**

- 2.1 The Community Support Service (CST) provides home care services in the community to meet the needs of the citizens of North Lincolnshire. This service contributes to the on going assessment of peoples needs, provides short term rehabilitative assessments, extended out of office support and guidance, and crisis interventions. It also includes Intermediate Care Services (ICS) and Mental Health Support Services; both services are integrated with health and partners.
- 2.2 This service has to comply with CSCI Regulations (Care Standards Act 2000) and can be inspected at any time.
- 2.3 The outcome of the unannounced inspection is that it is a three star excellent service.
- 2.4 An action plan of continuous improvements has been made and staff will continue to perform to a high standard.

The five outcomes are as follows:

User focussed services	Excellent
Personal care	Good
Protection	Good
Managers and staff	Good
Organisation & running of the business	Excellent

A copy of the report is to be made available for the Cabinet Member.

An action plan will be produced in order for us to further develop and retain our 3 star award.

**3. OPTIONS FOR CONSIDERATION**

3.1 Report for information only.

**4. ANALYSIS OF OPTIONS**

4.1 Report for information only.

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

5.1 There are no implications.

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

6.1 There are no implications.

**7. OUTCOMES OF CONSULTATION**

7.1 Trades Unions have been consulted and have raised no concerns with this report.

**8. RECOMMENDATIONS**

8. That Cabinet Member notes the achievement of the service in gaining an excellent, 3 star service provider award.

8.2 That Cabinet Member acknowledges the hard work and success of the staff.

SERVICE DIRECTOR ADULT SOCIAL CARE

The Angel  
Market Place  
BRIGG  
North Lincolnshire  
DN20 8LD

Author: Marian Davison  
Date: 25<sup>th</sup> March 2008 v2

**Background Papers used in the preparation of this report**

CSCI Inspection Report



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Domiciliary care agencies

**Name:** North Lincolnshire Council Community Support Team  
**Address:** Brumby Resource Centre  
East Common Lane  
Scunthorpe  
DN16 1QQ

**The quality rating for this domiciliary care agency is:** three star excellent service

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 assessment of the service. We call this a 'key' inspection.

**Lead inspector:**  
Stephen Robertshaw

**Date:**

This is a report of an inspection where we looked at how well this agency is meeting the needs of people who use it. 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 focused 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.

Copies of the National Minimum Standards – Domiciliary Care Agencies can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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

Our duty to regulate social care services is set out in the Care Standards Act 2000.

## Reader Information

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Audience	General public
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Internet address	<a href="http://www.csci.org.uk">www.csci.org.uk</a>

## Information about the agency

Name of agency: North Lincolnshire Council Community Support Team

Address: East Common Lane  
Brumby Resource Centre  
Scunthorpe  
DN16 1QQ

Telephone number: 01724298190

Fax number: 01724298056

Email address:

Provider web address:

Name of registered provider(s): North Lincolnshire Council  
Community Support Team

Conditions of registration:

Date of last inspection

Brief description of the agency

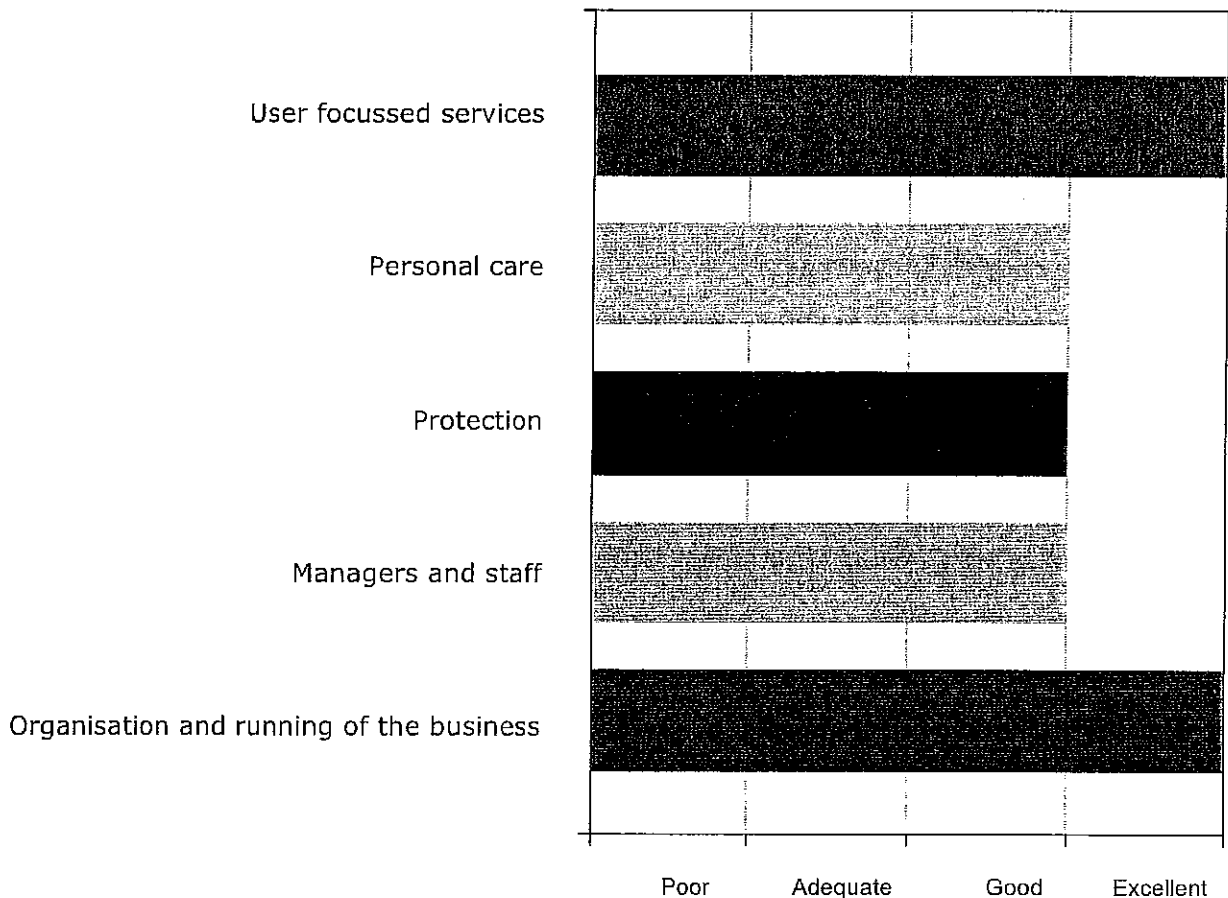
North Lincolnshire Council provides the service. The service operates out of premises situated close to the centre of Scunthorpe. The premises are accessible to people with a disability and are located close to a bus route. The service is aimed at adults over the age of 18 years and is targeted predominantly but not exclusively at older people. The service provides a range of care and support services including assistance with personal care, medication, night & day sitting, shopping and pension collection. Services are geared to the promotion of rehabilitation, independence and autonomy. In addition the service provides a more specialised support scheme aimed at preventing hospital admission and facilitating early discharge from hospital. This scheme is provided in collaboration with health staff. The service provides some long-term support but services are increasingly targeted to short-term provision for up to six weeks. After which, if the services needs to continue the care package is handed over to an independent home care provider working in the North Lincolnshire area. Services users and or their representatives are consulted and fully involved in any transfer arrangements. Fees for service #10.71 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:

The site visit to the service was unannounced and took place on the 11th December 2008. The inspector was at the service for approximately five hours and met with the registered manager, and four care staff. On the 12th December 2008 the Commission visited three of the people that use the services of the agency in their own homes.

The service had also returned their Annual Quality Assurance Assessment to the Commission.



### **What the agency does well:**

The agency provides services to individuals within the area of North Lincolnshire.. The staff receive lots of training and support to make sure that they can understand and meet the individual needs of the people that it cares for.

The people that use the service say that the staff are 'friendly' and they 'help' them to 'stay in my own home'.

The people that use the service are treated with respect and have their privacy and respect maintained all of the time. The care staff talk to the people that they care for about the service they receive to make sure that they are happy with them.

### **What has improved since the last inspection?**

The care plans are improving to provide a more person centred approach to care. this means that individuals will be more likely to receive their care in a way that is safe for them and is acceptable to them.

### **What they could do better:**

The management of the service should make sure that the people that are employed by the agency have enough formal recorded supervision to make sure that they have the necessary skills and knowledge to be able to care for the people that they look after.

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 set out on page 4.

The report of this inspection is available from our website [www.csci.org.uk](http://www.csci.org.uk). You can get printed copies from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by telephoning our order line –0870 240 7535.

## Details of our findings

### Contents

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)

Outstanding statutory requirements

Requirements and recommendations from this inspection

## User focused 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.

Quality in this outcome area is excellent.

This judgement has been made using available evidence including a visit to this service.

This means that the people that are provided with services by the agency were provided with information about the services available and they have their needs assessed prior to any services beginning.

## Evidence:

The agency has a statement of purpose that details the services that are available to prospective people that want to use the service and gives the details of how the company is structured and the services that it provides. We case tracked three of the people that have services provided to them by North Lincolnshire Community Support Team. This included looking at all of the information that the agency had recorded in relation to their care. Their care files all included details of their assessment of needs that had been completed before the agency became involved in their care.

The agency can meet the needs of the people that it cares for. The evidence to support this was provided through our direct observations, through observation of written records, speaking with the people that use the service, their carers and outside professionals that are also involved in their care. One social worker stated 'the staff are very good and understand the individual needs of the people that they are caring for'.

All of the care files seen by the inspector included a contract from their funding authority detailing the care that was to be provided to them. The service is owned and managed by the local authority.

The case file information that was observed by us were confidentially stored in accordance with the Data Protection Act 1998, and permission was sought by the inspector from individual service users before their confidential information was looked at in their homes.

The staff records that were observed by the Commission and discussions with people involved in the service supported the evidence that the agency provides consistent care from a regular group of carers. The agency also employs its own bank staff. These staff provide cover for any permanent staff absences due to sickness, training and holidays. People that use the service are advised when changes to the staff involved in their care occurs.

## 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.

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

This means that the people using the services have a plan of how the service should deliver their care to them in their own environment.

Evidence:

The Commission visited three of the people that use the service in their own environment. An appointment with a fourth person was cancelled as they decided that they no longer wished to meet with an inspector as they had other things to attend to.

Two of the people showed the Commission their care plans and these were appropriate to their needs. The care plans are improving and are beginning to provide a more person centred approach to care planning of individual needs. The local authority

Evidence:

support plans were found to be limited in their detail and were generally outcome based.

One person said that we could see their care plans but they couldn't remember where they were kept, however they did say that the carers 'write things down every time that they come'.

Records and discussion with care staff established that the agency continues supporting some service users that display challenging behaviours. The manager confirmed that training has been provided to the staff in relation to challenging behaviours. Staff training records and discussions with staff also supported this evidence.

A member of staff commented 'there is good teamwork and we are always informed of any changes to care plans'.

All of the agency staff that support the service users with their medication had received accredited medication training to make sure that they receive the right prescribed medication. Wherever possible service users are encouraged and supported to self medicate their own prescribed medication. Where this is in place it is supported with a clear risk assessment.

## 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.

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

This means that the people who use the service are protected from any abusive situations through the services provided by the agency.

Evidence:

The agency is owned and managed by North Lincolnshire Council and the staff are involved in the local authority safeguarding adults training programme. The staff training records and interviews with management supported the evidence that the staff had received this training.

North Lincolnshire Community Support had an adult abuse procedure in position. This reflected the multi-agency procedures in respect of referral and investigation. This means that staff have information available to them in respect of the correct

**Evidence:**

procedures to follow in the event of alleged or suspected abuse of people that use the service, or staff.

Two of the three service users that were case tracked had comprehensive risk assessments included in their care files. These detailed any management plans that were required to minimise any risks to individuals being cared for in their own homes.

The management of the service are available to the people that use the service and the care staff until 22:00hrs and the care staff are provided with mobile telephones to make sure that they can maintain contact with the service users and the management of the service. After that time the agency's phones are transferred to another local authority establishment until the following morning. Therefore the service is available for 24 hours a day.

The service has clear policies and procedures for the safe handling of service users money and property. The people that use the service are encouraged to look after their own finances, however the care staff where appropriate support them with their budgeting. One person that uses the service stated 'I go to the bank with one of the staff'.



## 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.

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

This means that the management of the service provides the staff with the appropriate training to make sure that they can care for the individual needs of the people that use the service.

Evidence:

The recruitment and selection procedures were appropriate to support the health and safety of the people that use the service. The Commission observed the personnel and training files for four of the staff that are employed by the agency.

All of these files included evidence that the individuals had received a Criminal Records Bureau (CRB) safety check before they were employed to have any contact with the people that use the service. The service does not use agency staff but has its own rota of bank staff and these had all received the appropriate safety vetting to work for the service.

## Evidence:

The staff files that were observed by the us all included clear job descriptions and role specifications.

The staff training programme had improved since the last inspection. All of the staff have received moving and handling training. The management of the service were able to demonstrate that all of the required mandatory training had now been scheduled for all of the staff and this also included specialist training in relation to the needs of the people that use the service. The staff training records and interviews with care staff supported that the majority of the training had already been completed and the remaining training had already been planned. All of the staff that were interviewed stated that they received the appropriate training to enable them to be able to offer the people that they care for appropriate and safe care. One person that uses the service stated 'the girls are very good, I can't speak too highly of them'.

Another person said 'they are always on time and they are helping me to get things to help me move around my house more easily'.

A member of staff that was interviewed stated 'I am very happy with the training as it helps me to know how to respond to the diverse needs of our service users and it gives me a greater understanding of what the service users expect from us'.

The agency returned their Annual Quality Assurance Assessment and this supported the evidence that approximately 50% of the agency staff had completed NVQ 2 or equivalent in care. The staff spoken to by the inspector were very positive in relation to their NVQ training.

Staff spoken to by the inspector suggested that they receive the minimum requirements for formal recorded supervision, however there no clear records available to provide evidence that formal supervision had actually occurred. The staff also stated that 'if I want or need to talk to anyone there is always someone available. The senior staff working for the agency have also included supervision training.

## 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.

Quality in this outcome area is good.

This judgement has been made using available evidence including a visit to this service.

This means that people that use the service are happy with the services that they receive. This also applies to the staff, who were also satisfied with the support they receive to enable them to safely meet the needs of the individuals that they care for.

Evidence:

The agency operates from permanent premises. The environment includes all of the equipment and resources necessary for the effective management of the service. The accommodation is all on the ground floor and this makes sure that the accessibility of the premises for people with disabilities is maintained.

The agency has an understanding of what a formal quality assurance and monitoring system is. This means that the management of the home had gained information from other people who may have an interest in how the agency delivers services to individuals. This enables the agency to assess the quality of care that it is providing

**Evidence:**

and to help to identify any improvements that may be required to improve the service. Also supporting this process is the services welcome pack. This is available in different formats including large print and braille. When services are completed for individual a quality assurance survey is sent out to them to identify how they have viewed the services that they received.

The records in the agency office showed that there had been no complaints made in relation to the service since the last inspection. People that use the service that were spoken to by the Commission confirmed that they had not made any complaints but knew who to talk to if they wanted to make a complaint. The information in peoples homes also included a copy of the services complaints policy and procedure. However some of these documentation had out of date information in relation to how and where the Commission can be contacted.

In relation to the staff supervision and annual appraisals, the management of the home have the responsibility of ensuring that these requirements are met.

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
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## 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
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### 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
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### 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	20	The registered person should make sure that all of the staff employed by the agency receive regular formal recorded supervision. This will help to identify if they have the necessary knowledge and skills to be able to safely care for the people that use the service, and it will also help to identify any individual or team training needs.

**Helpline:**

**Telephone:** 0845 015 0120 or 0191 233 3323

**Textphone:** 0845 015 2255 or 0191 233 3588

**Email:** enquiries@csci.gsi.gov.uk

**Web:** www.csci.org.uk

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