

Review of compliance

Moorcare Devon Limited Moorcare Devon Limited	
Region:	South West
Location address:	Unit 10, Red Lion Yard Okehampton Devon EX20 1AW
Type of service:	Domiciliary care service Supported living service
Date of Publication:	August 2012
Overview of the service:	Moorcare Devon Limited is an agency which provides assistance with people's personal care needs in their own home or a communal living setting. People who use the service are over 18 years of age.

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

Our current overall judgement

Moorcare Devon Limited 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 6 July 2012, checked the provider's records, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We conducted an unannounced visit to Moorcare Devon Limited office on 6 July 2012 as part of a programme of scheduled inspections. We tried to make contact by telephone with each of the 12 people who used the service and were able to talk with the majority of them, or their representative. We also visited two people who received a service.

People told us that they were treated with respect. Comments included: "Nothing is too much trouble; "Always pleasant informative girls" and "They call out gently when they arrive and ask if he is ready to use the bathroom".

People told us that care workers were reliable in their time keeping, with comments such as, "Yes, no problem". They said that they had confidence in the care which was provided. We were told that one person had a new care worker introduced to them so that, in the event of needing a second care worker, the person using the service would already have met them.

People gave us different examples of how they were involved in decisions about the care they needed, one person saying, "They ask me questions". Another said, "Yes, I am involved and they write this down".

People said that their opinion about the service was sought, and we saw that people's opinion had been formally surveyed through a questionnaire.

We found that the agency used robust recruitment procedures so as to ensure that care workers were suitable and safe to work with vulnerable adults. There were also arrangements in place to protect people from abuse. The agency had good arrangements

in place to ensure that a quality service was delivered on a regular basis.

What we found about the standards we reviewed and how well Moorcare Devon Limited 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 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 which was planned and delivered in line with their individual care plan.

The provider was meeting this standard.

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

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.

The provider was meeting this standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

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 received.

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 expressed their views and were involved in making decisions about their care. Each person confirmed that they had been involved in planning the care that they received, with comments including, "Yes, they ask me questions" and "They know what they have to do and they ask me if there is anything else that needs to be done". Two people we visited said that the care they wanted was the care that was being provided. We saw records which confirmed this.

People's privacy, dignity and independence were respected. Each person said they were treated with respect, with comments including: "The care you get is outstanding. Nothing is too much trouble"; "I'm very happy with the staff". A person's representative said, "They treat him as a person. They talk to him. Communication is very good".

People told us that staff were reliable in their time keeping and they knew who would be attending. Where a change in care worker was a possibility they had visited the person using the service to meet them in advance. This showed that individual needs were taken into account and respected.

We were given examples of how people's independence had been promoted. One person's family said that the agency had arranged some equipment to help their

relative's mobility and a care worker accompanied them out for a walk as they missed going outside.

Other evidence

Both people we visited had a file containing information about the agency, including how to make a complaint, and contact details for the agency. The file also contained a plan of the care they needed, details of their likes and dislikes and an assessment of any risks, such as falling.

We saw that the agency provided information to people about the service, including what it could, and could not, provide.

Our judgement

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

We asked each person who used the service or their representative if they had confidence in the care worker's ability. Each person said that they did, with comments including: "Yes definitely and Xxxx is very difficult"; "They certainly inspire me with confidence"; "Yes, I think so. The new girl shadowed Xxxx and talked her through everything" and "Yes. No complaints".

One person we visited told us that they were looked after very well and that the care workers were generally very kind. Their care file contained risk assessments relating to the areas where risk existed, such as falls. They confirmed to us that they wanted the care workers to administer their medicines for them, as described in the care plan.

Other evidence

We saw that policies and procedures were kept under review and that information was available to inform care workers what was expected of them. They included: codes of practice for providing care, infection control and the Mental Capacity Act.

Two people we visited told us that their care plan was a "true record" of what they needed. This indicated that people's needs had been fully assessed and how those needs were met had been planned and documented.

We were told that care workers had protective clothing available to them so as to reduce the possibility of cross infection and that they received 'hands on' training when equipment was used to promote a person's mobility.

Our judgement

People experienced care which was planned and delivered in line with their individual care plan.

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

We spoke to people using the service but their feedback did not relate to this standard. However, when we visited people we saw that their file contained a 'Say no to abuse' leaflet, providing them with information.

Other evidence

We asked the manager and a care worker how they would respond if they believed abuse might have occurred. Both knew how to respond appropriately in line with local authority safeguarding guidelines. One gave us an example of how they contacted the local authority safeguarding team when a vulnerable person left their home and there was reason to believe they were at risk. Another told us how they had responded when they believed a person in their own home was at risk of abuse. The examples showed us that people's safety and welfare were protected.

We saw that the agency had current policies and procedures relating to the safeguarding of vulnerable adults. These included a whistle blowing policy. There was also information available about the Mental Capacity Act and deprivation of liberty safeguards. This indicated that there was reference material to inform care workers how to protect people's rights and respond to concerns.

We saw that the manager and care workers were trained in the safeguarding of vulnerable adults.

Our judgement

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.

The provider was meeting this standard.

Outcome 12: Requirements relating to 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

We spoke to people using the service but their feedback did not relate to this standard. However, there were only positive comments made about the staff currently employed by the agency.

Other evidence

Appropriate checks were undertaken before care workers began work.

We looked at the files of three care workers employed by the agency. We found that they had not started working with people until it was confirmed that they were safe and suitable to work with vulnerable adults. Those checks included: a full employment history; satisfactory references and police checks.

When new care workers were employed they worked alongside the registered manager until they were considered competent. They also completed an induction to their work and this was followed by ongoing training.

Our judgement

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

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 asked people if their opinion about the service was sought. Most of the people believed that it was. Some told us that they had been given a questionnaire to fill in. One said, "They talk to me". Another said, "They ask me about things. They spend time with me and talk with me".

We saw completed questionnaires from 2011 and 2012 which covered eleven sections. These included: whether care workers were polite; whether people had received enough information; whether care was provided at a suitable time and did people know how to complain? The 2012 results had not yet been collated. One person said that if they mentioned something to the care workers it "gets done".

We asked people if the contact with the office and manager was effective. People knew the manager and said they saw her regularly. One said: "Contact is very good. They keep me updated with what is happening".

Other evidence

We saw that policies and procedures were regularly reviewed, that people were protected through robust recruitment, care workers received training and supervision of their work and people had confidence in the care workers and management. Records were up to date and detailed and people had information available to them. Risks to people had been assessed and managed.

People were given a complaints procedure. We looked at complaint records and found

that complaints had been handled taking the person's needs and point of view into account.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people received.

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
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