

Random inspection report

Domiciliary care agencies

Name:	C+S Care Services
Address:	Regent House Bath Avenue Wolverhampton West Midlands WV1 4EG

The quality rating for this agency is:	three star excellent service
The rating was made on:	

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this agency. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this agency, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:
Wendy Jones	0 7 0 6 2 0 1 0

Information about the agency

Name of agency:	C+S Care Services
Address:	Regent House Bath Avenue Wolverhampton West Midlands WV1 4EG
Telephone number:	01902810174
Fax number:	01902810071
Email address:	s.fisher@candscare.co.uk
Provider web address:	

Name of registered provider(s):	C+S Care Services
Name of registered manager (if applicable)	
Ms Sandra Yvonne Wharton	

Conditions of registration:								
Date of last inspection								
Brief description of the agency								
<p>C & S Care Services is a registered domiciliary care agency with an office premises close to Wolverhampton City Centre. It is a limited company and has joint directors Claire Walters and Sue Fisher, Sandra Wharton is the Registered Manager, both directors are qualified nurses, all of the Management team hold the Registered Managers award (RMA). A training manager has been appointed since the last key inspection.</p> <p>The agency provides care services for people who live in their own homes. The service has contracts with Wolverhampton, Shropshire and Staffordshire Social Services. Across the three areas it provides care for approximately 429 people at anyone time and they employ around 165 staff. Fees are calculated on an individual basis.</p>								

What we found:

This report refers to a random inspection visit by one inspector, on the 07 June 2010.

As part of the inspection in order to provide information to help us form judgements about the quality of the service, the manager was asked to complete an annual quality assessment (AQAA) document. The AQAA provides us, the Care Quality Commission (CQC) with a lot of information about the way the agency is run and what they hope to achieve in the future.

We sent out surveys to people who use the service and staff, unfortunately at the point of writing this report we cannot be sure that any have been returned. We have spoken to the agency about this.

During the visit we spoke with one of the directors, the manager, a training manager and the nominated assessment officer. Due to the type of inspection this is we didn't have an opportunity to speak to people using the service. We looked at records and documentation including, care records, staff personnel and training files, complaints records, policies and procedures, Quality Audit reports and other documentation the service is planning to introduce.

We found that the service has robust procedures in place relating to the assessment of people referred to them.

We looked at a sample of 4 staff recruitment and training records. We found that the service ensures that all pre employment checks are carried out. These include Criminal Records Bureau (CRB) checks, two written references, employment history and identity. This ensures that staff have the necessary checks to ensure that people are kept safe.

We saw that the induction programme covered all mandatory training and included, movement and handling, fire safety, safeguarding, health and safety, Mental Capacity Act etc, and that staff are given any specialised training before going into the home of someone who needs specialist care.

We found that 54 staff have trained to National Vocational Qualification (NVQ) at level 2 or above and 30 others are reported to be enrolled on the training. This is a reduction in NVQ trained staff since the last inspection visit. But we also found that the agency has recruited 70 new staff, to ensure it can meet the needs of people it has agreed to provide a service to as a result of successfully acquiring a new contract.

We found that staff receive formal supervision, this includes one to one meetings and observational/competency supervision. In addition regular spot checks of staff working practise is undertaken, including weekly telephone calls to a sample of people who use the service, to check the quality of service they receive. Annual Staff appraisals are also carried out.

We saw that the service has a complaints procedure in place, this is included in the guide people are given. We saw that the agency keeps records of any complaint it receives, there have been 25 complaints in the last year. We saw very detailed records of the

action that has been taken to resolve them, including a written response to the complainant.

We spoke to the agency about Safeguarding Vulnerable Adults as we are aware of a number of alerts, referrals and investigations that have taken place. The information we have seen in the records, show how the agency has acted in co-operation with the lead authority to ensure the safety of people using the agency. This has been confirmed to us in a report by one of the local authorities involved.

The agency continues to provide excellent outcomes for people using the service and they know what improvements they need to make.

What the agency does well:

We looked at a sample of two people's files. We saw evidence of assessment and introduction to the service. We also saw evidence of reviews. A service user guide is provided (pre assessment) so that the prospective user of the service or their carer knows the type of service they can expect, this document can be produced in a format of their choice, and includes information about fees and charges.

People who use the service are protected by the agency's policies and procedures on recruitment and selection of staff and can be confident that staff are trained and supervised, to ensure that they are competent to care for their needs. A member of staff confirmed that her training, supervision and training is up to date.

People who use the service and their carers receive a consistent, well-managed and planned service, and they can be confident that their complaints will be listened to, taken seriously and acted upon.

The agency monitors the quality of service it delivers and acts promptly when areas for improvement have been identified. There is evidence that the agency listens to the views of people using the agency and strives to continue to make improvements. We saw examples of reviews of policies and procedures, care assessment and review forms, care plans and Life Journals. The agency intends to introduce all of the changed documentation to ensure it meets with the new legislation that will apply to social care services from 1st October 2010.

What they could do better:

We recommended that the agency includes a full equality survey in their assessment information to be sure that it includes the 6 strands of equality and diversity ie disability, gender, race, religion, sexual orientation or age.

We recommended that where staff are providing care to a service user who has children under 18, and who may be present in the home when care is delivered, that child protection checks are requested as part of the agencies recruitment procedures.

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 2.

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, 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, 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
1	2	Assessment information should include the 6 strands of equality and diversity to be confident that the agency can meet all the known needs of prospective users.
2	17	The agency should include Protection of Children checks when employing staff who may deliver care in a users home where children may be present.

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Domiciliary Care Agencies can be found at www.dh.gov.uk or got 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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