



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

**Health Professionals Recruitment Services Ltd
(DCA)**

**Health Professionals
2nd Floor
67 Knightsbridge
London
SW1X 7RA**

Lead Inspector
Ann Gavin

Unannounced Inspection
16th September 2008 09:30

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

Reader Information

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Domiciliary Care*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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SERVICE INFORMATION

Name of service	Health Professionals Recruitment Services Ltd (DCA)
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Provider Web address	www.healthprofessionals.co.uk
Name of registered provider(s)/company (if applicable)	Health Professionals Recruitment Services Limited
Name of registered manager (if applicable)	Michele Lucille Jogee
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 25th July 2006

Brief Description of the Service:

Health Professionals Recruitment Services Ltd. are a Nurse's and Domiciliary Care Agency providing registered nurses and health care assistants to hospitals, private homes and care facilities throughout London and the southeast. The agency is located in first floor offices in Knightsbridge, with good access to transport links in the area. There is no access to the offices for people with a disability.

SUMMARY

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

The quality rating for this service is **3 star**. This means the people who use this service experience **excellent** quality outcomes.

This inspection took place on the 16th September 2008 from 9:30 am to 12:30 pm. The inspector contacted the manager a few days prior to the inspection to ensure they would be available. The owner of the agency was also present throughout the inspection.

The agency is in the same premises as their sister nursing agency and have the same staff and trainers.

Health Professionals has a commitment to providing excellent person centred care that has diversity and equality at the centre of its service.

Feedback from people who use the service and from staff was very positive and their comments are included throughout the report.

What the service does well:

Health Professionals provide person centred and flexible care. As they also run a nursing agency they are able to offer people a complete home care package to suit both their health and social care needs.

They have a dedicated manager and team who are committed to maintaining and developing services tailored to peoples needs.

What has improved since the last inspection?

There were no requirements or recommendations made at the last inspection.

The agency has created new literature about the agency. They have developed videos and pod casts which are available on their website.

What they could do better:

The agency reviewed and updated their documentation immediately after the inspection and forwarded the documents to the commission. This was formalising the way they recorded the home care practise. These need to become working documents.

The agency needs to take care to maintain separate records for the domiciliary care agency

The manager must formalise the supervision of staff

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR 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)

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

User Focused Services

The intended outcomes for Standards 1 – 6 are:

1. Current and potential service users and their relatives have access to comprehensive information, so that they can make informed decisions on whether the agency is able to meet their specific care needs.
2. The care needs requirements of service users and their personal or family carers when appropriate, are individually assessed before they are offered a personal domiciliary care service.
3. Service users, their relatives and representatives know that the agency providing their care service has the skills and competence required to meet their care needs.
4. Each service user has a written individual service contract or equivalent for the provision of care, with the agency, except employment agencies solely introducing workers.
5. Service users and their relatives or representatives know that their personal information is handled appropriately and that their personal confidences are respected. In the case of standards 5.2 and 5.3, these do not apply to employment agencies solely introducing workers.
6. Service users receive a flexible, consistent and reliable personal care service. In the case of standards 6.3 and 6.4 these do not apply to employment agencies solely introducing workers.

The Commission considers Standard 2 the key standard to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

1,2,3,4,6,

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service. Health Professionals have excellent information available for potential service users and their relatives. The manager carries out all assessments and completes the care plans. Health professional provide a flexible, consistent and reliable personal care service

EVIDENCE:

Health Professionals have created an informative web page for all to gain information on the services offered. Once registered there is access to videos for staff and clients as well as a pilot podcast to help people gain a greater understanding of the range of services the agency has.

The agency has updated its statement of purpose and service users guide combining both the nursing and the domiciliary agency info in one place as often people wish to draw from both services.

The agency is building up the domiciliary care service and currently the manager completes all the assessments of clients. The assessment covers all areas of care, including mobility, medication, social cultural and religious needs. The specific needs and preferences of the person are outlined and the key areas where they require support.

Personal Care

The intended outcomes for Standard 7 – 10 are:

7. The care needs, wishes, preferences and personal goals for each individual service user are recorded in their personal service user plan, except for employment agencies solely introducing workers.
8. Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld.
9. Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
10. The agency's policy and procedures on medication and health related activities protect service users and assists them to maintain responsibility for their own medication and to remain in their own home, even if they are unable to administer their medication themselves. In the case of standards 10.8 and 10.9, these do not apply to employment agencies solely introducing workers.

The Commission considers Standards 8 and 10 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

7,8,10

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service. People receiving the service said they were treated with respect and dignity.

EVIDENCE:

'The carers are excellent and they are very flexible we do different things every day'

Quote from relative

People spoken with gave very positive accounts of the care they received. Care plans for each person who uses the service is drawn up with the person or with their next of kin if the person is unable to express the support they require. Two care plans were looked at. The assessments and plans seen described a flexible care package. The overall tasks that may be required are noted. The manager, who completes the assessments, is a registered nurse and also has extensive knowledge in extra care housing.

One person spoke of how much the carer will do and is able to respond to what they need each day. They mentioned that the carer accompanies the client outside on occasions. The client is a wheelchair user. This care plan did not mention accompanying the person outside. Whilst the client and carer were happy to carry out these tasks it is important that it is both recorded and any extra training or risk assessments reviewed.

The care plans were discussed with the manager who agreed that both how people wish to be supported together with more details of the actual tasks should be recorded. This will ensure consistency of care as well as make sure those all tasks had all been risk assessed for both the client and the carer. The care plan format was reviewed immediately following the inspection to include details of tasks. The carers were also reminded to notify the office of any changes to the care plans. The manager then reviewed and updated the care plan the days following the inspection.

The manager explained that none of the carers currently are handle any medication. The agency has been using a combined staff hand book for both agencies. During the inspection the manager created 'flash cards' for a number of areas such as "Medication Policy for Carers" and CPR updates and they envisage being able to send out cards to all carers as information is updated on important procedure changes.

The manager has completed a specific medication policy and procedures required for care staff. The manager is booked to attend a trainer's course in medication so that they may lead the medication training for carers.

Protection

The intended outcomes for Standards 11 - 16 are:

- 11.** The health, safety and welfare of service users and care and support staff is promoted and protected, except for employment agencies solely introducing workers.
- 12.** The risk of accidents and harm happening to Service Users and staff in the provision of the personal care, is minimised, except for employment agencies solely introducing workers.
- 13.** The money and property of service users is protected at all times whilst providing the care service, except for employment agencies solely introducing workers.
- 14.** Service users are protected from abuse, neglect and self-harm, except for employment agencies solely introducing workers.
- 15.** Service users are protected and are safe in their home, except for employment agencies solely introducing workers.
- 16.** The health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care, except for employment agencies solely introducing workers.

The Commission considers Standards 11, 12 and 14 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

11,12,14,

Quality in this outcome area is **good**. This judgement has been made using available evidence including a visit to this service. The agency provides good training for carers. The manager has a clear understanding of the need to protect the health, safety and welfare of both the clients and the carers. All staff receive training on safeguarding adults as part of their induction.

EVIDENCE:

The agency holds their in house training sessions within the branch. They have an experienced trainer who is also a practising air ambulance nurse. The areas of training they cover include manual handling, fire safety, risk assessments, financial protection and safeguarding adults as well as protection of the home. The agency has a bed, hoist and other visual aids to ensure that training is 'hands on' and that staff go away competent and confident in each subject.

The agency hold training as one of the key areas of successful person centred care. To reinforce it's importance they are currently creating a series of training videos to back up their training sessions. They have also included interviews with clients, with their permission, to help both prospective clients and carers understand the assessment process and what might be expected. These will be available on line for staff. One of the future training they have planned will be on diversity.

The agency currently will only employ carers who have experience and hold an NVQ (National Vocational Qualification) level 2 in care. Many of their current staff have been Health trained.

The manager has a clear understanding of the need to protect the health, safety and welfare of both the clients and the carers. They are trained in moving and handling and also completed safeguarding training with the local social services. The manager formalised and updated the risk assessments that they have carried out for each client. They are now using a format that is easy to identify both the risks and the action needed to maintain a safe environment for both the client and the staff.

All staff receive training on safeguarding adults as part of their induction.

Managers and Staff

The intended outcomes for Standards 17 - 21 are:

17. The well-being, health and security of services users is protected by the agency's policies and procedures on recruitment and selection of staff.
18. Service users benefit from clarity of staff roles and responsibilities, except for employment agencies solely introducing workers.
19. Service users know that staff are appropriately trained to meet their personal care needs, except for employment agencies solely introducing workers.
20. The personal care of service users is provided by qualified and competent staff, except for employment agencies solely introducing workers.
21. Service users know and benefit from having staff who are supervised and whose performance is appraised regularly, except for employment agencies solely introducing workers.

The Commission considers Standards 17, 19 and 21 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

17,19,,21

Quality in this outcome area is **excellent** This judgement has been made using available evidence including a visit to this service. The Manager is experienced and well supported by the organisation. They promote and publicise the vision and values of the agency.

EVIDENCE:

The agency has a very thorough and comprehensive recruitment process which includes verbal checks on at least one written reference for every employee. There is now a computerised system which ensures that all information is kept up to date. All aspects of training and qualifications are kept within the new enhanced system which the manager says has improved the processes involved in training and recruitment of staff.

The manager spoke of their matching process which ensures that the characteristics of staff members are compatible with the individuals they will be working with.

The staff had just completed their yearly appraisals. The manager is asking staff to link into the CSCI webpage as part of their ongoing personal development.

The agency is currently preparing specially designed ring binders for carers so they can keep important information on their learning and development within their own home. This will also link in with their portal site. They have also developed a discussion group on their forum site so that carers can discuss all aspects of home care with the managers and nurses.

The day after the inspection the agency redeveloped the staff handbook to contain information exclusively for carers.

Organisation and Running of the Business

The intended outcomes for Standards 22 – 27 are:

22. Service users receive a consistent, well managed and planned service.
23. The continuity of the service provided to service users is safeguarded by the accounting and financial procedures of the agency.
24. The rights and best interests of service users are safeguarded by the agency keeping accurate and up-to-date records.
25. The service user's rights, health, and best interests are safeguarded by robust policies and procedures which are consistently implemented and constantly monitored by the agency.
26. Service users and their relatives or representatives are confident that their complaints will be listened to, taken seriously and acted upon.
27. The service is run in the best interests of its service users.

The Commission considers Standards 22 and 26 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

22,26,27

Quality in this outcome area is **excellent**. This judgement has been made using available evidence including a visit to this service. Health Professionals is a well managed and planned service which provides person centred and flexible care. They have a clear complaints procedure.

EVIDENCE:

The agency has a business plan which is reviewed and used as a working tool to direct the business strategy. They have clear plans to develop the agency and have engaged a media company to help with the production of pod casts as a way of having user friendly information on the agency.

They are committed to a number of ways in which quality is measured with evidence from a variety of sources. These include sampling, surveys, feedback from people who use the service and external validation. The agency uses the feedback to inform future development.

The agency systems are mainly computer based and these are secure with appropriate passwords in place.

The agency needs to take care to maintain separate records for the domiciliary care agency. At the time of the inspection some of the records and policies were for both health and carers. This was reviewed and changed immediately after the inspection to reflect the specific needs of a domiciliary care agency.

'We are acutely aware that we must deliver a sensitive and meaningful service to clients and we must convey how professional our service are to the greater public '

Extract from the Annual Quality Assurance Assessment (AQAA) completed by the manager

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Domiciliary Care have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

“X” in the standard met box denotes standard not assessed on this occasion
 “N/A” in the standard met box denotes standard not applicable

User Focused Services	
Standard No	Score
1	4
2	3
3	4
4	3
5	X
6	4

Managers and Staff	
Standard No	Score
17	4
18	X
19	4
20	X
21	3

Personal Care	
Standard No	Score
7	3
8	3
9	X
10	3

Organisation And Running Of The Business	
Standard No	Score
22	4
23	X
24	X
25	X
26	3
27	4

Protection	
Standard No	Score
11	3
12	3
13	X
14	3
15	X
16	X

No

Are there any outstanding requirements from the last inspection?

STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Domiciliary Care Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	DO21	15	The manager must formalise the supervision of staff	31/10/08

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	DO12	The agency reviewed and updated their documentation immediately after the inspection and forwarded the documents to the commission. This was formalising the way they recorded the home care practise. These need to become working documents.
2	DO24	The agency needs to take care to maintain separate records for the domiciliary care agency to reflect the specific needs of a domiciliary care agency

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