

# Key inspection report

## Domiciliary care agencies

<b>Name:</b>	Dove Home Care Agency Limited
<b>Address:</b>	48 Fentham Road Hampton-In-Arden Solihull W Midlands B92 0AY

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

A quality rating is our assessment of how well an agency 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 full review a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Julie Preston	2   0   1   0   2   0   0   9

This is a review of quality of outcomes that people experience in this agency. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the agency:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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 focussed 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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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)

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- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

## Reader Information

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Author	Care Quality Commission
Audience	General public
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## Information about the agency

Name of agency:	Dove Home Care Agency Limited
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Provider web address:	

Name of registered provider(s):	Dove Home Care Agency
Name of registered manager (if applicable)	
Conditions of registration:	
Date of last inspection	
Brief description of the agency	Dove Home Care Agency Limited is based in Hampton in Arden, within the Borough of Solihull. The agency offers a range of services to people living in their own homes such as live in care, personal and social care and domestic services. Care is provided both during the day and at night. Fees are charged according to the service required and the needs of the individual. Further information can be provided by contacting the agency either by telephone or via the Dove Home Care Agency Limited website.

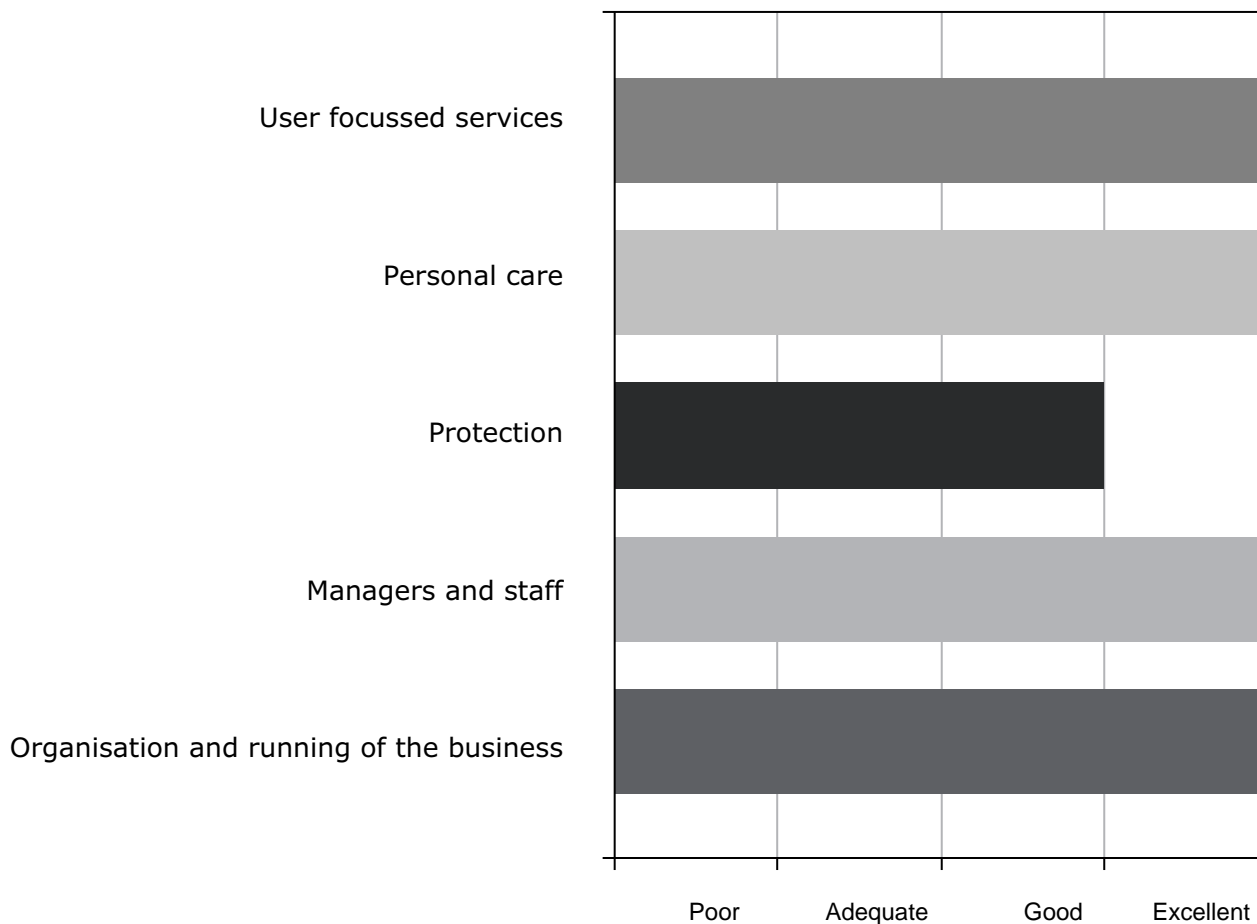
## Summary

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 focus of inspections undertaken by the Care Quality Commission is upon outcomes for service users and their views of the service provided. This process considers the agency's capacity to meet regulatory requirements, national minimum standards and focuses on aspects of service provision that need further development.

Before we visited the agency we looked at their Annual Quality Assurance Assessment (AQAA) which provides information about the way that the agency are meeting standards and identifies how they plan to maintain and improve outcomes for service users. We also reviewed information about complaints and notifications regarding the protection of vulnerable adults.

Our visit took place over one day and was unannounced. We were able to meet the responsible individual (owner) and managers from the agency and a number of staff who work with the people who use its services. We spoke to four people about their

experience of receiving care from the agency also.

Four people were case tracked. Case tracking involves talking to people about the care they receive, looking at their records and talking to the staff who support them. This helps us focus on outcomes for people who use the service.

We looked at staff training and supervision records, policies relating to health and safety, quality assurance and medicines management. We interviewed four members of staff to get information about the training they receive and how they are supported to meet people's needs.

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

People have access to information about the agency so that they can make an informed choice about whether to use its services.

People's needs are assessed before a service is offered so that they can be confident that their individual needs will be met.

Care plans and risk assessments are clearly written and understood by the staff team so that consistent care is offered to people.

People are treated with respect and staff have a good understanding of promoting dignity so that people feel valued.

Positive comments received from people who use the service indicate that the staff team are friendly, respectful and understanding of people's individual needs. We were told,

"The staff team are excellent".

"I can think of no improvements that can be made".

Staff receive training, professional development opportunities and supervision so that they are equipped to meet the needs of people who use the service.

The agency has policies and procedures in place to listen and respond to people's concerns and complaints and to safeguard them from risk of harm.

Effort is made to listen to people's views about the service they receive and people are fully included in planning and reviewing their care.

The agency is being well managed for the benefit of people using its services.

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

This is the agency's first inspection since registering with the Commission as a limited company in October 2009. This means that we define the service as new. The agency has been providing services to people since 1993, and other than a change from sole provider to limited company, no other elements of management or service delivery have changed.

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

Sometimes the recording of medicines does not enable the reader to determine that medication has been given as prescribed or that errors have been appropriately investigated.

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 on page 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk).  
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order line 0870 240 7535.

## Details of our findings

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## User focussed 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.

People have access to information about the agency before a care package is offered so that they can make an informed choice about whether to use the agency's services.

There are procedures for assessing the needs of people who use the service so that they can be confident that their individual needs will be understood and met.

Evidence:

The agency has a statement of purpose and service user guide, which are made available to people considering using Dove Home Care Limited's services for care and support. These documents contain important information about the range of services provided and the agency's policies about handling complaints and reviewing customer satisfaction.

## Evidence:

The agency has a website which gives more information about Dove Home Care for people who have access to the internet.

We spoke to four people who confirmed that they had received this information prior to deciding to use the agency's services. People told us that the information helped them choose the agency as their care providers.

The agency has a comprehensive assessment procedure that is implemented before people start to use the service. We looked at the records for one person which showed that a full assessment of their needs had been completed prior to the care package commencing. Potential risks to the person's health and well being had been identified and measures put in place to reduce known hazards and so maintain the person's safety.

There was evidence in records that people using the service and their relatives had contributed to the assessment process. A relative commented, "We were asked for very specific information such as the name X (the service user) prefers to be called. We are very, very satisfied. The staff help X maintain as much independence as possible".

People using the agency are provided with a copy of their care plan and risk assessments as well as information which describes the times calls will take place and the tasks that will be completed by the care staff working with them. A relative told us, "We know who is coming and when".

We spoke to four members of staff who told us that they had access to care plans and risk assessments before beginning work with people so that they were aware of individuals' needs.

## 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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People's needs are clearly recorded in a plan of care so that staff have accurate information upon which to make sure those needs are met.

People are treated with respect and their privacy and dignity is promoted by the staff team.

Evidence:

We looked at care plans for four people who use the agency's services, three in detail and a random check of the remaining one. A care plan is a document that explains the person's needs and the support they require to ensure those needs are understood and met.

Care plans had been clearly written and reviewed on a regular basis. Each care plan described how to promote the person's dignity when receiving personal care and minimise risks to the individual's health and well being. The four members of staff that we spoke to were able to give examples of how they respect the privacy and dignity of the people they care for such as using towels to cover people during personal care tasks and announcing their presence as they enter individual's homes. One member of

## Evidence:

staff said that the agency's ethos was to treat people as you would wish to be treated yourself.

The agency has a computerised system of recording events that have an impact on the delivery of service to each person, such as care plan and risk assessment reviews, health care concerns raised by staff and the action taken in response. Staff told us that the system was useful as it allows an at a glance overview of individual's care and support without the need to look through large amounts of paper records.

The people that we spoke to confirmed that they had a copy of their care plan at their home. This should ensure that staff have accurate and up to date information about meeting people's needs.

People commented that agency staff are polite and respectful. One person told us, "the staff are excellent, reliable and we are fully involved in all aspects of the care given".

The care plans and risk assessments that we sampled showed that people's needs with regard to their medication had been recorded. People's files contained a list of their prescribed medicines whether or not they needed assistance in this area. Staff told us that this was done so that in the event that there were concerns about a person's health, up to date and accurate information was available to health care professionals.

We noticed that one medication record contained a number of errors that had been deleted with correction fluid. The same record had not been completed according to the agency's procedural guidance. This could lead to possible errors being undetected which in turn may affect the health and well being of the service user.

Senior staff were, however, quick to respond that this would be addressed as part of the agency's medicines training for staff.

## 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.

The agency's health and safety procedures reduce the risk of harm to people for their ongoing safety and well being.

The agency has policies, procedures and staff training which should protect people from the risk of harm and abuse.

Evidence:

The agency has a health and safety policy which had been recently reviewed. This clearly stated the arrangements for promoting the health and safety of the people who use the service and for the staff team.

The four members of staff that we spoke to all confirmed that they had received health and safety, moving and handling and infection control training before starting work with people in their own homes. The staff training matrix we saw showed that refresher sessions had been booked to assist staff to retain their skills and knowledge of health and safety issues and practice.

Risk assessments were looked at in people's files which described any hazards associated in their home environments that needed to be addressed. For example,

## Evidence:

where aids and adaptations were used to lift people, there was evidence that equipment had been serviced to make sure it remained in safe working order.

All of the staff that we spoke to said that senior staff were available 24 hours a day if they needed to report concerns about people's well being. Records sampled showed that staff had been quick to report issues such as changes in people's eating habits and emotional state. Action had been taken to address those concerns for the ongoing protection of people who use the agency's services.

The agency has a policy for safeguarding vulnerable people, which staff told us, is made available to them during their induction to work. Staff records and the team training matrix demonstrated that training in safeguarding is provided on a regular basis. This should ensure that people who use the agency's services are protected from possible harm and abuse.

One safeguarding referral had been reported to us, which we discussed with the registered manager. It was evident from the discussion that there are robust procedures in place to respond to protection issues and that the agency takes this responsibility seriously.

Three people who use the service commented that they felt safe with their carers and confident that they were being well looked after. One person told us, "I would recommend Dove to anyone".

## 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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

There are robust procedures for staff recruitment and selection to ensure the ongoing protection of people who use the service.

People are cared for and supported by a well trained and supervised team of staff who understand their individual needs.

Evidence:

Two staff files were looked at to make sure that they contained documentation to evidence that they were suitable to work with people who use the agency's services. All included Criminal Records Bureau checks and Protection of Vulnerable Adults checks. References had been received, application and health declaration forms completed and staff had provided proof of their identity.

Each member of staff completes training before they start work in people's homes. We looked at records of training and found that all mandatory training had been provided as well as training that is specific to the needs of individuals who use the agency such as nutrition awareness and hoist training.

The staff that we spoke to made positive comments about the training and personal development opportunities available to them. They told us that regular coffee mornings are held at the office site, at which practice issues are discussed. Staff said

## Evidence:

that this opportunity was useful as it gave them time to talk about best practice and to problem solve as a team. One staff member commented, "I feel fully supported in the work I do. The managers are very helpful".

From discussion with staff and observation of their records it was evident that they receive regular supervision and observation of their work practice. The observation records showed that senior staff make unannounced visits at varying times, including evenings and weekends to check that staff are meeting people's needs safely.

One service user told us, "I am always confident that the carers know what they are doing. When, on one occasion a new carer was uncertain about a task, it was sorted out immediately. I have no concerns about the staff."

A senior member of staff with responsibility for implementing training confirmed that staff are provided with a handbook at induction which explains the agency's philosophy of care and support. We looked at the handbook and saw that it clearly described issues such as the importance of good time keeping and the expectation that at all times people's privacy and dignity must be respected.

A relative told us that staff were always on time and that he received a two week carer roster so that he was aware of who would be coming into his home.

## 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.

The agency is being well managed so that people receive a well planned and consistent service.

Complaints and quality assurance systems are in place so that people can be confident they will be listened to and consulted about the service they receive.

Evidence:

The agency's office is located in a residential area of Hampton in Arden within the borough of Solihull. The premises are well maintained and there is ample secure storage for confidential records. Space is available for staff training and there are IT systems in place to assist with recording.

The arrangements for the management of the service are clear and set out in the agency's statement of purpose and service user guide. Both the responsible individual (the owner) and manager were present during our visit and expressed their commitment toward continuing to manage the service for the benefit of the people who use it. The responsible individual and manager demonstrated knowledge of their roles and responsibilities and were able to answer our questions about the running of the agency without hesitation.

There is a written complaints procedure that is made available to people in the service

## Evidence:

user guide. All of the people that we spoke to said that they knew who to raise concerns and complaints with and were confident that the agency would listen and act upon what they said.

We looked at the complaints log and saw records that described the response to each complaint and the time the investigation had taken. The records were comprehensive and included information about the steps taken to address the person's concerns. This shows that the agency has a clear procedure for responding to complaints.

There are systems of quality assurance in place such as reviewing care plans and risk assessments, staff training and supervision. We saw records which showed that questionnaires are sent to people who use the service on a regular basis. The agency's website publishes the responses received which are then accessible to the public.

We looked at the published quality survey for August 2009 and saw that people had rated the agency good or (more often) excellent in their responses to all of the questions asked. Questions included rating the professionalism and friendliness of staff, timekeeping and quality of the individual care plan.

Records showed other methods are used for establishing people's opinions of the service offered such as telephone interviews and spot checks of staff practice in people's homes.

People using the service made the following comments to us;

"They are very good indeed".

"I can think of no improvements that could be made".

"Dove staff are excellent".

The staff we spoke to commented that communication within the team was very good. We were told that this is vital to ensure that people's needs continue to be understood and met. This was evident within the records sampled and from discussion with people who use the service.

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

## 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, 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

### 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	10	The procedure for recording medicines should be reviewed so that staff are made aware of the steps to take should recording errors take place and to enable them to complete the record according to the written guidance.

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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