

Review of compliance

Annie's Healthcare Services C.I.C.
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Region:	London
Location address:	245A Beehive Lane Ilford Essex IG4 5ED
Type of service:	Domiciliary care service
Date of Publication:	October 2012
Overview of the service:	Annie's Healthcare Agency provides support, including personal care, to people in their own homes.

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

Our current overall judgement

Annie's Healthcare Services C.I.C. 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 to check whether Annie's Healthcare Services C.I.C. had taken action in relation to:

Outcome 04 - Care and welfare of people who use services

Outcome 07 - Safeguarding people who use services from abuse

Outcome 09 - Management of medicines

Outcome 14 - Supporting workers

Outcome 16 - Assessing and monitoring the quality of service provision

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 5 October 2012, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

People told us about the service that the agency provided. They were very happy with the quality of service and said that they were well cared for. A relative said "the service is reliable and we are very happy with it. My mother relies on her carer and trusts her." Another said "I have every confidence in the agency. They are very good and very reliable."

People were treated with respect and their care and welfare needs were being met. Systems were in place to safeguard people from abuse. Staff had received specialised training to meet people's complex needs. A healthcare professional told us "they are a very good agency and support people with complex needs. We are pleased with the service and do not have any concerns." The provider monitored the quality of the service provided to ensure that it was safe and met people's needs.

What we found about the standards we reviewed and how well Annie's Healthcare Services C.I.C. was meeting them

Outcome 04: People should get safe and appropriate care that meets their needs

and supports their rights

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

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

The provider was meeting this standard.

People who use 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.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

The provider was meeting this standard.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

The provider was meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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 was meeting this standard.

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

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 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

People were happy with the care and support that they received. One relative said "my mother is treated with respect and dignity and I am happy that she is looked after by this agency. They do what they say they will and a bit more." Another said "we are very happy with the agency. They are very reliable and I have every confidence in them."

Other evidence

Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare. People were supported by regular staff and if any changes were needed the new staff had the opportunity to meet the person and to shadow regular staff before they started providing care. Therefore people were supported by staff who were aware of their needs and how to meet them safely.

People's files contained assessments and care plans. The five files we looked at had all been updated since the last inspection and contained detailed information about people's needs and how to meet these. They included information about people's healthcare needs. When the agency identified that people's needs had changed or they needed more support the relevant professionals were contacted so that the necessary changes in support or care could be assessed and arranged. Healthcare professionals told us that the agency supported people with complex care needs and that the quality of care was good. A healthcare professional said "They are a good agency and always do the job that they are expected to do."

Our judgement

The provider was meeting this standard.
People experienced care, treatment and support that met their needs and protected their rights.

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

People told us that staff were kind and reliable. One relative said "my mother trusts her carer and relies on her." Another said "she always has a carer that she knows and she feels safe. They are reliable and I have every confidence in them. If I had any concerns I would just ring them."

Other evidence

The provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening. The service had a safeguarding vulnerable adults policy in place and staff had received safeguarding training. They had also received training on the Mental Capacity Act 2005. Staff were aware of safeguarding issues and the need for any concerns to be reported to the agency. A member of staff told us "if we see any changes or people seem withdrawn we ask if there are any problems and encourage them to talk to us." Office staff also knew how to report any concerns and who to report these to.

People always had regular staff and any new staff were introduced before they visited alone. This helped to safeguard people as they always knew who was coming into their home.

Our judgement

The provider was meeting this standard.

People who use 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.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

We spoke to people who use the service, but their feedback did not relate to this standard.

Other evidence

Since the last inspection staff had received medication training and care plans had been updated to include information about medication administration. Medication administration records were in place and were being completed by staff. Record sheets were checked by the agency to ensure that staff were completing these correctly.

For people who were unable to swallow their medicines, staff had received training to administer it via alternative routes such as a tube that had been inserted into the person's stomach. They had also had their competency assessed to do this by a healthcare professional. Medicines were given to people appropriately.

Our judgement

The provider was meeting this standard.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

People told us that they had confidence in the skills and abilities of the staff who supported them. One relative said "I have every confidence in them"

Other evidence

Staff received general ongoing training and more specialised training to meet specific individual needs. Specialist healthcare professionals assessed their competency before they carried out complex tasks such as supporting people who needed to have their food via a tube into the stomach.

The agency worked closely with healthcare professionals and contacted them for advice and support. Staff said they felt that they had the training needed to carry out their duties and to meet people's needs. They told us that they received professional and practical support from the provider. Staff were supported to deliver care and treatment safely and to an appropriate standard. Therefore people were supported by staff who were aware of their needs and how to meet them safely.

Our judgement

The provider was meeting this standard.

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate 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

People told us that they were asked for feedback about the quality of the service. One relative said "the manager rings for a chat and to check that I am happy with everything." Another said "yes the agency check up occasionally that everything is okay."

Other evidence

Systems were in place to monitor the quality of service provided. A member of the office staff visited people each week or talked to them on the telephone. They asked people about the care and support that they received and any issues raised were addressed. They also telephoned relatives for their feedback. In addition they carried out 'spot checks' to monitor staff timekeeping and work practice. Staff told us that their work was monitored and checked. One member of staff said "they visit weekly to check that everything is okay. Another told us "they visit frequently to check if everything is alright."

Our judgement

The provider was meeting this standard.

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

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

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