

Annual service review

Name of Service: Riccall Carers Ltd

The quality rating for this agency is:	three star excellent service								
The rating was made on:	1	5	0	9	2	0	0	8	

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

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service? No

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

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Name of inspector:	Date of this annual service review:								
Jean Dobbin	1	4	0	9	2	0	0	9	

Information about the service

Address of service:	17 Escrick Business Park Escrick York YO19 6FD
Telephone number:	01904720700
Fax number:	01904720777
Email address:	care@riccallcarers.co.uk
Provider web address:	www.riccallcarers.co.uk

Name of registered provider(s):	Riccall Carers Ltd
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Conditions of registration:

Categories of Service Users provided for: Older people (OP) People with physical disabilities (PD), (PD(E)) People with sensory loss including dual sensory impairment (SI), (SI(E)) People with learning disabilities (LD), (LD(E)) Personal Carers
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Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	1	5	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Riccall Carers Ltd is located in large new premises at Escrick Business Park, which is to the south of the city of York. The ground floor of the premises is accessible to wheelchair users and there is on site car parking spaces. Riccall Carers offers a range of services including personal care to people in their own homes. There is a scale of charges depending on the package required by the client. The agency provides a Service User Guide to give people information about the service that they provide.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection.

This included: The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

4 surveys (out of 25 sent out) returned to us by people using the service. The results of Riccall Carer's own customer survey, which they completed earlier this year.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The agency sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the agency is still providing an excellent service and that they know what further improvements they need to make.

In the past year the agency has had a rolling recruitment programme so that there are sufficient staff to meet the needs of the clients. Investing in a strong training programme helps to ensure staff have the skills and knowledge to carry out their work and consulting with clients regularly about their care helps to ensure people are satisfied with the service they receive.

The service has invested in new computer software to help to ensure a consistent service and try to make sure people receive their care from just a small number of carers. Training in end of life care is being provided, to enable people wherever possible to remain in their own homes at the end of their life, if that is their choice.

Only a small number of surveys were returned to us and so the agency sent us their customer survey results, obtained earlier this year, and to which more than half their clients responded.

Our survey results mirror those of the survey carried out by the agency, where people say they are generally very happy with the service they receive. Comments from our

surveys include 'I have dedicated carers who understand my particular needs and provide a high standard of personal care'. Another said 'the agency seems to have a regular routine, which is very good for client/carer relationship. And especially the client trusting people they know'.

Our surveys all respond 'always' to questions like is your privacy and dignity respected? and do the staff listen to and act on what you say? All state that the staff do all the things in their care plan. And all say they know how to complain if they have concerns about the agency. Two social care professionals, spoken with informally in the last few months also tell us they are very satisfied with the service provided by Riccall Carers.

The service have received fourteen complaints in the last year. All negative comments received by the service are classed as 'complaints'. The manager explained the circumstances of each complaint, and where appropriate, how these were dealt with. The commission has received one complaint, which was referred to the safeguarding team for them to look into.

The agency referred three related incidents themselves to the local authority as safeguarding alerts and worked with the different professionals to investigate the incidents and make changes to prevent them happening again.

The agency continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide excellent outcomes for the people who use it.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by 14 September 2011.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

Reader Information

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