



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	Riccall Carers Ltd
Address:	17 Escrick Business Park Escrick York YO19 6FD

The quality rating for this domiciliary care agency is:	three star excellent service
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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 assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Jo Bell	1 5 0 9 2 0 0 8

This is a report of an inspection where we looked at how well this agency is meeting the needs of people who use it. 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.

Copies of the National Minimum Standards – Domiciliary Care Agencies can be found at 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

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

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.csci.org.uk

Information about the agency

Name of agency:	Riccall Carers Ltd
Address:	17 Escrick Business Park Escrick York YO19 6FD
Telephone number:	01904720700
Fax number:	01904720777
Email address:	care@riccallcarers.co.uk
Provider web address:	

Name of registered provider(s):	Riccall Carers Ltd
Name of registered manager (if applicable)	
Mrs Christine Ann Handy	
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	
Date of last inspection	<input type="text"/>
Brief description of the agency	
<p>Riccall Carers Ltd is located in large new premises at Escrick Business Park. 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 range of charges depending on the package required by the client. The agency provides a Service User Guide to inform people about the service that they provide.</p>	

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

"We have reviewed our practise when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations - but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken."

The key inspection took place on Monday 15th September 2008. Prior to the visit the

information from the following sources was obtained and considered:

The annual quality assurance assessment. This is information, which details what has happened during the past 12 months.

Forty seven out of fifty surveys sent were returned, twenty five of these were from clients, fifteen from relatives, four from staff and three from professionals. Notifications (Regulation 37) relating to incidents affecting people using the service.

Details of complaints and allegations raised by people connected to the service.

Progress of the previous requirements and recommendations made at the last site visit.

The total inspection lasted for six hours. The morning was spent talking with three clients and some relatives about the care they receive, and the afternoon was spent in the Agency's office speaking with staff and managers. Discussions that took place covered all the outcome areas, and records were inspected relating to training, recruitment, assessments, health and safety, quality assurance and the improvements that have taken place during the past twelve months.

All previous requirements have been met, and the service has some excellent and good outcomes for people.

What the agency does well:

The Agency is run from new premises which are spacious, welcoming and specifically designed to have a training suite, separate meeting rooms and a large areas for office staff to use to plan and run the service efficiently. This has improved the service which is well planned, with people receiving a high standard of care.

What has improved since the last inspection?

The Agency has developed the complaints procedure to ensure people are fully aware of how to complain, and there is a designated person to speak to who will deal with any concerns raised. This person is approachable, professional and will meet with people face to face to discuss concerns, a review of care is made and improvements are made where necessary. This system is audited and the Agency have a clear understanding of the type of complaints, the action taken and what can be learnt from each issue raised. This gives clients confidence to speak to staff and people are reassured that appropriate action will be taken.

The management structure of the Agency has been strengthened. There is a clear line of responsibility through the office and registered managers. A project manager has been appointed who deals with the computer systems, and the training manager is developing the quality assurance systems to ensure people are happy with the service they receive.

What they could do better:

The Agency could make sure that the training plan is fully implemented. This will mean people have extra training in aspects of health and safety.

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 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line –0870 240 7535.

Details of our findings

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Requirements and recommendations from this inspection

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

Clients care needs are properly assessed prior to a service being offered.

Evidence:

The agency always carry out a detailed assessment of a person prior to commencing a service. Three people's assessments were inspected which detailed the person's range of needs. This covered personal and social care, and health and medical needs. Some people have a Care Manager who also carries out an assessment. One person said "I have a Care Manager who asked me lots of questions when I first asked about home care." There was detailed background information regarding each person and this was kept in the office. The agency staff are keen to introduce themselves to new clients and

Evidence:

a senior member of staff always completes the assessment in preparation to develop a care plan. One relatives survey stated "An assessor came out and discussed with my mother what assistance she required and then revisited the needs at the end of the first two weeks,excellent".The agency has a range of equality and diversity policies in place which enable staff to understand the diverse range of needs people have.

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

People have their personal care needs met in a dignified and respectful manner.

Evidence:

People using the agency are treated with respect and dignity. All surveys confirmed that staff maintain privacy and dignity. One person spoken to said "the staff are really lovely and always have a nice attitude and manner". Another person said "staff get my relative washed and dressed and help with breakfast, this is carried out in a professional manner". One survey did state that "my wife was not bathed as the carer was unsure". One person said "staff do their job well but we always have a bit of fun". Staff spoken to are aware of individual needs, the agency has information in the person's home which gives a brief overview of the duties needed to be carried out at each visit, and the time given to complete them. This helps to ensure that the client's expectations of the care given is the same as the member of staff.

The agency have a robust medication procedure in place. This details exactly what carers can and cannot do with regard to client's medication. Staff are actively

Evidence:

encouraged to complete distance learning in Safe Handling of Medication. Further advice is sought through the local pharmacist. This helps to ensure staff's practise is up to date. Staff spoken with confirmed they had undertaken this training and were aware of how to prompt people with taking their medication. Specific risk assessments are in place in each care plan which covers medication. This helps to promote Independence with people self-medicating.

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.

People have their health and safety needs met and staff are alert to the signs of abuse which helps protect people from harm.

Evidence:

People are helped to stay in their own environment. Staff receive Health and Safety at Work, Manual Handling, Infection Control, Fire Safety, First Aid and Food Hygiene. It was evident that the training needs to be completed in line with the agencies training plan. The agency are keen to ensure all staff have regular training. Mandatory training is offered within the required legal timescale but the agency are hoping to exceed the amount of training offered. So they can be confident that all staff are up to date and knowledgeable in all aspect of care practices and health and safety.

The annual quality assurance assessment states that "A risk assessment is undertaken at each new clients home, and reviewed on a regular basis." All care plans inspected confirmed this and Health and safety policies have been updated recently. Staff spoken with are aware of safe working practises and one client said "staff know how to use the different hoists in my home." Staff are flexible and adaptable to working in a range of environments. Risk assessments are undertaken regarding moving and handling and

Evidence:

staff confirmed that when a hoist is used there are always two carers. The agency will consider individual risk assessments before deciding whether the agency can offer a service. The agency consider potential hazards and how staff can work safely in a particular environment. Staff know how to deal with accidents and how to report these effectively. The agency has an 'on call' system where a member of staff is always available via the phone for advice and support. Staff carry mobile phones and personal alarms are available. This helps keep staff members safe.

People said they felt safe in their home when different staff are visiting. The agency have a detailed Protection of Vulnerable Adults and Prevention of Abuse policy in place. All staff are given a copy of this at the induction stage of their employment. The agency also offer regular abuse awareness training. Three staff spoken with discussed the action to take if they suspect abuse and were aware of the 'Whistle Blowing' procedure and the different types of abuse. This all helps to protect people from harm.

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.

Management excel in supporting staff to deliver a safe and effective service.

Evidence:

The agency have a robust recruitment procedure in place. Two written references are obtained and a police check and vulnerable adults check are completed prior to employment. Staff files confirmed this. All staff surveys stated that there are good recruitment checks in place. Staff are taken through an induction programme which covers care practises, training and health and safety issues. All staff are given a handbook and are aware of the expected Code of Conduct. People spoken with felt that staff were well trained and competent. One person said " staff know how to care properly"

The annual quality assurance states that "Our training levels are continually improving. We ensure all new staff are registered for NVQ level 2 or above. We invest in training and development of all staff to aid retention of staff, increase motivation and morale and ensure a high quality service for our clients." Staff spoken with discussed a range of specialised training they have completed. Staff have supervision which looks at personal development. Courses on offer include pressure care, dementia, oral care, cancer and palliative care and bereavement training. This helps staff to understand individual needs and provide a high standard of care. New staff are shadowed initially

Evidence:

whilst completing their supervisory time. Two clients said this happens and all staff they have are clearly well-trained. Yearly appraisals also take place. Office staff are readily available for support and they can be easily accessed. Clients needs are considered and if a person feels that the staff member is not suitable then this is reviewed. Staff are matched to meet clients needs. many positive comments were received regarding staff, for example "staff are reliable and dedicated", "very caring staff who are pro-active", a further comment was "staff are helpful, and flexible in responding to client's needs. The new offices where the Agency is located are spacious and have a training suite with moving and handling equipment. Staff stated how beneficial this was because there is now the space to have training in a suitable place.

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 run in the best interests of people using the service.

Evidence:

The Agency has large new premises where the business is operated from. There are a range of office staff, some of whom work as carers as well. The registered manager is well supported by the office manager a quality assurance and training manager, a project manager and deputy manager. This ensures that the organisation runs smoothly and is extremely effective and efficient. The service is well planned and some people receive details of who the carer will be for the following week, some clients phone the office and ask for this information. Many comments in surveys stated that staff are reliable, consistent and clearly understand individual needs. Customer surveys have been sent out by Local Authorities and comments back include "the Agency offers a high standard of care". The quality assurance systems have been greatly developed and the way in which complaints are dealt with has been reviewed and improved. Regular reviews of care take place and there are staff meetings which identify areas of improvement. The annual quality assurance assessment states that the Agency has receive twenty one complaints in the past twelve months, eighteen of these were upheld. This number has reduced significantly and now the Agency has over four hundred clients. Three clients spoken to confirmed that they know how to

Evidence:

complain and have been given information regarding how to raise concerns with the Agency. All surveys returned from clients and relatives confirmed that people know how to complain.

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
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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
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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
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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	12	Staff should complete training in line with the training plan. This will ensure that staff are always well prepared regarding health and safety issues.

Helpline:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

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