

Announced Care Inspection Report 20 December 2016



Crossroads Caring for Carers

**Domiciliary Care Agency/Conventional
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Tel no: 028 9065 3080
Inspector: Rhonda Simms**

www.rgia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An announced care inspection of Crossroads Caring for Carers took place on 20 December 2016 from 09.30 to 16.30.

The focus of the inspection was determined in response to information provided to RQIA by HSC Trust staff. This information related to the agency's management of the safeguarding of service users. The inspection sought to assess if the agency was delivering safe care.

Is care safe?

The inspector's assessment of 'Is care safe?' considered information obtained during the inspection on 20 December 2016 and a meeting with Crossroads Caring for Carers at RQIA offices on 6 January 2017. During the inspection process the inspector found evidence to indicate the delivery of safe care. The agency's recruitment procedures included measures to promote the safety of service users through the provision of appropriate staff. Staff supervision arrangements included induction, an assessed probationary period, and ongoing random observed practice assessments by a manager.

The agency maintains a safeguarding policy which reflects up to date guidance. Management of incidents, including safeguarding incidents, includes communication with relevant HSC Trusts.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards 2011.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

Findings of the inspection were discussed with Sarah Louise Robinson registered manager (pending) as part of the inspection process and can be found in the main body of the report.

On 6 January 2017, representatives from the agency attended a meeting at RQIA offices to discuss findings from the inspection. RQIA was satisfied with the outcome on this meeting; no requirements or recommendations have been made.

1.2 Actions/enforcement taken following the most recent care inspection

There were no further actions required to be taken following the most recent inspection of 14 March 2016.

2.0 Service details

Registered organisation/registered person: Christine Best Crossroads Caring for Carers	Registered manager: Sarah Louise Robinson
Person in charge of the service at the time of inspection: Sarah Louise Robinson	Date manager registered: Sarah Louise Robinson – pending

3.0 Methods/processes

Prior to inspection the following records were analysed:

- Previous inspection report
- Records of notifiable incidents
- Information provided to RQIA.

During the inspection the inspector spoke with Sarah Louise Robinson registered manager. As part of the inspection and at the request of the inspector, questionnaires were distributed for completion by staff; one was returned. The returned staff questionnaire noted high levels of satisfaction with the safety and effectiveness of service provision, compassionate nature of care provided, and the quality of leadership.

The following records were examined during the inspection:

- Staff recruitment files (seven)
- Records relating to staff induction, supervision and staff monitoring
- Records relating to monitoring of staff performance
- Records relating to missed calls procedure
- Quality reports to HSC Trusts which include range of matters including incidents, missed calls, complaints
- Complaints records
- Incident records
- Records relating to safeguarding of adults
- Records of incidents reportable to RQIA
- Induction records
- A range of examples of records kept by staff
- Monthly quality monitoring reports
- Quality improvement forms
- Recruitment policy 2014
- Probationary procedure 2015
- Adult safeguarding policy 2015
- Procedure relating to management of incidents 2015
- Complaints policy 2014
- Statement of Purpose and Service User Guide 2016.

4.0 The inspection

Crossroads Caring for Carers is a domiciliary care agency which, at the time of the inspection, provided personal care services to 757 service users across three HSC Trust areas. The agency is operated from the registered office in Belfast.

As part of the inspection the User Consultation Officer (UCO) spoke with four service users and six relatives, by telephone, between 30 December 2016 and 16 January 2017 to obtain their views of the service. The service users interviewed informed the UCO that they received assistance with the following:

- Personal care
- Meals
- Sitting service.

The UCO was advised by all of the service users and relatives interviewed that there were no concerns regarding the safety of care being provided by Crossroads Caring for Carers. The majority of the service users and relatives interviewed also confirmed that new carers have been introduced to service users by a regular carer; this was felt to be important both in terms of the service user's security and that the new carer had knowledge of the required care.

No issues regarding the carers' training were raised with the UCO by the service users or relatives; examples given included manual handling and working with people with challenging behaviours and dementia. All of the service users and relatives interviewed confirmed that they could approach the carers if they had any concerns. Examples of some of the comments made by service users or their relatives are listed below:

- "Consistency is great as XXX doesn't like change."
- "Good communication if there are any concerns."
- "We have developed a great rapport with the carers; they have become friends."

The UCO was informed by the majority of the service users and relatives interviewed that there were no concerns regarding carers' timekeeping or that care had been rushed. One relative advised that they had experienced one missed call from the agency. The majority of the service users advised that they were usually introduced to new carers by a regular carer.

No issues regarding communication between the service users and staff from Crossroads Caring for Carers were raised with the UCO. The service users and relatives advised that home visits or phone calls have taken place to ensure satisfaction with the service. Some of the service users and relatives interviewed by the UCO also confirmed that they had been involved in HSC Trust reviews regarding the care package and they have received questionnaires from the agency to obtain their views on the service.

Examples of some of the comments made by service users or their relatives are listed below:

- "I'm trying to keep my independence but the girls assist if needed."
- "Couldn't say a bad word."
- "Very good service."

All of the service users and relatives interviewed by the UCO felt that care was compassionate. The service users and relatives advised that carers treat them with dignity and respect, and care has not been rushed. Service users, as far as possible, are given their choice in regards to meals and personal care.

Views of service users and relatives have been sought through home visits, phone calls and questionnaires to ensure satisfaction with the care that has been provided by Crossroads Caring for Carers. Examples of some of the comments made by service users or their relatives are listed below:

- “Girls are very good.”
- “My XXX has developed a great relationship with the carers.”
- “Love having a wee chat with them.”

All of the service users and relatives interviewed confirmed that they are aware of whom they should contact if they have any concerns regarding the service. No concerns regarding the management of the agency were raised during the interviews.

4.1 Review of requirements and recommendations from the last care inspection dated 14 March 2016.

There were no requirements or recommendations made as a result of the last care inspection.

4.2 Is care safe?

The inspection focused on the agency’s provision for the welfare, care and protection of service users, including the areas of: staff recruitment, adult safeguarding, and the management of incidents.

The agency maintains a recruitment policy and a dedicated human resources department oversees the recruitment and selection of staff. The inspector examined seven care staff recruitment files which contained appropriate employment checks in accordance with regulations; these included written references and confirmation of Access NI checks.

The agency’s induction procedure and programme were discussed with the registered manager (pending) and relevant records were examined by the inspector. The inspector found that the agency provides care staff with an induction of at least three days in accordance with regulations. The inspector noted that the induction period includes two full days face to face training at the registered office, and a period of shadowing experienced staff which varies in length according to the previous experience and current job role of the staff member. Induction records included a statement signed by care staff to indicate their readiness to undertake their job role. As part of the agency’s supervision of new staff, probation reports, completed by a manager at three and six months post-employment, indicated areas of competence and improvement of the care worker. The inspector noted that the probationary period included observations and assessments of the care worker’s practice completed by a manager.

The agency maintains policy and procedure in relation to the management of risk including the management of incidents. The inspector examined a range of incident records relating to 2016 in respect of service users across three HSC Trust areas.

The inspector found that the agency maintained sufficiently detailed records in respect of incidents which occurred and the investigation of incidents. Records examined by the inspector included interviews with staff and contacts with key stakeholders, including the HSC Trusts. Areas for service improvement and progression towards actions were noted in records. The inspector found that in cases where staff management was required, records reflected appropriate actions.

The inspector examined records maintained by the agency in respect of the management of missed calls. The agency operates a missed call procedure which includes specific timeframes for investigation with the care worker. It was noted by the inspector that changes to agency procedure have successfully reduced numbers of missed calls. The governance system of the management of missed calls includes the provision of monthly reports by the registered manager (pending) to the registered person and relevant HSC Trusts. The agency maintains a system of quality monitoring which includes regular telephone communication with service users/relatives to ascertain their opinion on service provided by care staff. The inspector viewed a range of reports which related to calls to service users/relatives to monitor care quality. A staff member commented, "Help is always only a phone call away." All our clients are aware they can ring the office at any time'. Whilst any missed calls may represent risk to the safety of a service user, the inspector noted that the numbers of missed calls have reduced over time, and represent a small proportion of all calls scheduled by the agency.

The agency has in place a policy and procedure relating to the safeguarding of adults at risk of harm; the inspector noted that this policy was last updated in July 2015 and reflects the regional guidance 'Adult Safeguarding Prevention and Protection in Partnership.' Records of safeguarding training completed during induction were present in staff files examined by the inspector.

The inspector examined records of safeguarding incidents which showed appropriate referral to the relevant HSC Trust; clear records of actions taken in accordance with safeguarding policy and procedure were maintained. The inspector found that the agency had taken timely and appropriate action to safeguard service users and protect them from possible future harm.

During the inspection, the inspector highlighted areas of safeguarding practice which required further discussion with the registered person. At a meeting at RQIA offices on 6 January 2017, the registered person and representatives from Crossroads Caring for Carers discussed the legislative and policy context in which the agency operates in order to safeguard service users from harm. The agency provided a rationale for actions relating to the management of safeguarding matters examined by the inspector during the inspection of 20 December 2016. RQIA were satisfied with the outcome of the meeting with the registered person and representatives from Crossroads Caring for Carers.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered provider from their responsibility for maintaining compliance with the regulations and standards.



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