

# Review of compliance

Express Health Care UK Limited  
Express Healthcare Uk Limited Domiciliary Care  
Agency

<b>Region:</b>	Yorkshire & Humberside
<b>Location address:</b>	Chengate House 61 Pepper Road Leeds West Yorkshire LS10 2RU
<b>Type of service:</b>	Domiciliary care service
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	Express Healthcare provides a range of services including personal care to people living in their own homes in the community, to assist and support them in maintaining or improving their independence. The agency provides care and support to a wide range of people including

	<p>those who are elderly, people diagnosed with dementia and people with learning or physical disabilities. The care agency is situated in the Hunslet area of Leeds.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Express Healthcare Uk Limited Domiciliary Care Agency was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.**

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 because concerns were identified in relation to:

Outcome 01 - Respecting and involving people who use services

Outcome 04 - Care and welfare of people who use services

Outcome 07 - Safeguarding people who use services from abuse

Outcome 14 - Supporting staff

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, talked to staff and talked to people who use services.

### What people told us

People told us staff are professional in their approach to providing care and support and always appear to be well trained and competent. They also told us they were very happy with the care and support provided by staff and that staff were kind, considerate and caring and always respected their right to privacy and dignity.

### What we found about the standards we reviewed and how well Express Healthcare Uk Limited Domiciliary Care Agency was meeting them

**Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People's privacy and dignity is respected and requests made about their care are acted upon.

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

Although service plans are in place, staff must be more vigilant when completing them, firstly to safeguard the service users and secondly to ensure that they receive the level of care/services they require.

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

Staff have a good understanding of safeguarding procedures and are aware of the need to promote people's right as well as protect them from any form of abuse.

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

There are systems in place to make sure that all staff are checked on when providing support to service users. However the manager must ensure formal supervision takes place regularly and is recorded.

**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 agency must continue to establish suitable systems to assess and monitor the quality of the services provided so that the agency is managed effectively, efficiently and in the best interests of service users.

**Actions we have asked the service to take**

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

**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.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

## Outcome 01: Respecting and involving people who use services

### What the outcome says

This is what people who use services should expect.

People who use services:

- \* Understand the care, treatment and support choices available to them.
- \* Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- \* Have their privacy, dignity and independence respected.
- \* Have their views and experiences taken into account in the way the service is provided and delivered.

### What we found

#### Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

#### Our findings

##### What people who use the service experienced and told us

We spoke with three people who use the service and they told us staff are good at explaining what they do and they respond well to any requests that are made. They also told us that staff are reliable and always delivered care and support in line with their agreed care plan as well as taking their views and opinions seriously.

##### Other evidence

The manager who has only been in post a few months said she will be going through the registration process with the Care Quality Commission. The manager told us that when a person is initially referred to the agency they are always visited by a member of the senior staff team before a service starts and a full assessment of their needs is made.

When people first start to use the service, they are given a service user guide, which provides information about the agency and the care and support options available to them.

A matching process is then started whereby members of staff are introduced to the person.

The agency has a policy on confidentiality and feedback from people using the service clearly indicates that staff never share information about other service users with them.

**Our judgement**

People's privacy and dignity is respected and requests made about their care are acted upon.

## 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

There are minor concerns with Outcome 04: Care and welfare of people who use services

#### Our findings

##### What people who use the service experienced and told us

People told us they were very happy with the care and support provided by staff. They told us that staff were kind, considerate and caring and always respected them.

##### Other evidence

Care plans are available for all people using the service and are generated from the initial care assessment.

The care plan is completed with the person using the service and/or their relatives and forms the basis for the care/service to be provided. Additional supporting documentation is completed if required and this may include risk assessments and these are made available to the front line staff providing the care/service in order to assist in their provision of care and/or safety issues.

However, whilst looking through some of the care plans it was noted that in three instances the service user plans in place were not specific enough and did not give clear guidance to the staff on how to meet the individual's needs. Therefore other than by asking the service user what level of care and/or service they received it was difficult to assess if their needs were being appropriately met.

The manager stated care plans are reviewed on at least a 6 monthly basis or sooner if there are significant changes in people's needs. However files looked at showed the agency has not achieved this consistently. The manager said she has started work to ensure this standard is achieved. A copy of the care plan is kept both in the home of the person using the service as well as the main office. This was confirmed with discussion

with people working for the agency.

**Our judgement**

Although service plans are in place, staff must be more vigilant when completing them, firstly to safeguard the service users and secondly to ensure that they receive the level of care/services they require.

## 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

The people we spoke with told us they had been provided with information on who to contact if they had any concerns or wanted to make a complaint.

Staff told us they have no hesitation in approaching the manager if they have any concerns about their safety or the safety of other people using the service.

##### Other evidence

The agency has a policy in place for safeguarding people from abuse. This policy provides guidance for staff on how different types of abuse can be detected in addition to how to report any suspected abuse. There is also a whistleblowing policy in place for staff to report matters of concern.

In addition to the above the manager operates an open door policy and people using the service, their representatives and staff are aware that they can contact her at any time if they have concerns.

We spoke with three members of staff who confirmed that they had received appropriate training and would report any safeguarding concerns to the manager. They also told us they were aware of how to detect signs of abuse and were aware of external agencies who they could contact if they had any concerns.

##### Our judgement

Staff have a good understanding of safeguarding procedures and are aware of the

need to promote people's right as well as protect them from any form of abuse.

## Outcome 14: Supporting staff

### 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

There are minor concerns with Outcome 14: Supporting staff

#### Our findings

##### What people who use the service experienced and told us

People told us staff are professional in their approach to providing care and support and always appeared well trained and competent.

##### Other evidence

The manager stated staff are required to attend mandatory training courses including moving and handling, health and safety and safeguarding vulnerable adults on a yearly basis and there are systems in place to make sure that staff attend and update their knowledge base. We looked at all the staff training records and found that all mandatory training was up to date.

The manager stated as part of ensuring people get a good service they supervise their staff on a regular basis. With service users' permission they visit the home of individual service users when the staff member is present to assess the care and the service being delivered. We saw evidence of this in staff records and in discussion with people using the service. However we noted formal one to one supervision meetings with staff and their line manager have not been kept up to date. The manager agreed to address this.

Four of the five staff we spoke with told us they were happy with the level and standard of training provided and felt well supported and enjoyed working at the agency. One did note however that she had not received formal induction training when she started working for the agency. She relied on the knowledge she had from other employment. She also said the agency was not good 'at getting people's wages right'.

**Our judgement**

There are systems in place to make sure that all staff are checked on when providing support to service users. However the manager must ensure formal supervision takes place regularly and is recorded.

## 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

There are minor concerns with Outcome 16: Assessing and monitoring the quality of service provision

#### Our findings

##### What people who use the service experienced and told us

People using the service told us that the agency contacts them regularly to ensure they are receiving the level of care and support they require.

##### Other evidence

The agency do regular spot checks to make sure that staff are arriving on time at people's homes and are providing care and support in line with the care plan in place. These spot checks are made without forewarning the staff but following consultation and agreement with the individual receiving the service.

The agency intends to send out survey questionnaires to people using the service and their representatives. The information provided will then be collated and an action plan formulated to address any concerns or suggestions made.

##### Our judgement

The agency must continue to establish suitable systems to assess and monitor the quality of the services provided so that the agency is managed effectively, efficiently and in the best interests of service users.

## Action

we have asked the provider to take

### Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Personal care	Regulation 9 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 04: Care and welfare of people who use services
	<p><b>Why we have concerns:</b> Although service plans are in place, staff must be more vigilant when completing them, firstly to safeguard the service users and secondly to ensure that they receive the level of care/services they require.</p>	
Personal care	Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 14: Supporting staff
	<p><b>Why we have concerns:</b> There are systems in place to make sure that all staff are checked on when providing support to service users. However the manager must ensure formal supervision takes place regularly and is recorded.</p>	
Personal care	Regulation 10 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 16: Assessing and monitoring the quality of service provision
	<p><b>Why we have concerns:</b> The agency must continue to establish suitable systems to assess and monitor the quality of the services provided so that the agency is managed effectively, efficiently and in the best interests of service users.</p>	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

# 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.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, 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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