

Key inspection report

DOMICILIARY CARE AGENCY

Corinium Care Ltd

**George Street
Nailsworth
Glos
GL6 0AG**

Lead Inspector
Sharon Hayward-Wright

Unannounced Inspection
9th December 2009 10:30

This report is a review of the quality of outcomes that people who use this agency experience. We believe high quality care should:

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Domiciliary care agency 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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money

Reader Information

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SERVICE INFORMATION

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Provider Web address	www.coriniumcare.com
Name of registered provider(s)/company (if applicable)	Corinium Care Ltd
Name of registered manager (if applicable)	Mrs Anna Camilla Miles
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

1. People with Physical Disabilities
2. People with Sensory Loss including Dual Sensory Impairment
3. People with Mental Health Problems
4. Personal Carers
5. People with Dementia
6. Older People

Date of last inspection 11th December 2006

Brief Description of the Service:

Corinium Care provides a national live-in care service for older people, including those with Dementia and Younger Adults who may have a Learning Disability or Physical Disability.

The agency specialises in introducing carers from overseas and in Britain who are self-employed.

There is a rigorous recruitment procedure where care staffs' skills and competencies are assessed prior to them being introduced to undertake assignments. The length of assignment varies according to availability of care staff and the person's needs.

The fee ranges for this service start at £70 per day up to £95 per day. This is dependent on the assessed needs of the person. Night care is extra and bank holidays are charged at double. A contribution towards the travel cost for the member of care staff is required and full details of all additional costs are discussed prior to the service starting.

SUMMARY

This is an overview of what the inspector found during the inspection.

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

This inspection was carried out by one inspector over one day in December 2009.

We requested an Annual Quality Assurance Assessment (AQAA) prior to this inspection. We received it on time and it contained detailed information about where the agency feels it provides a high standard of care and any improvements they have planned for the next 12 months. The Dataset information provides us with numerical information about the service.

We sent surveys to the agency to be sent out to people who use the service and care staff. We received 8 from people who use the service and 19 from care staff. We have used the feedback from these in the report. We also looked at other information we have received from or about the service from other stakeholders.

We looked at a number of systems the service has in place to include pre service assessments, medication, recruitment of staff and complaints.

Corinium Care is registered with us as an employment agency and therefore not all of the standards listed apply.

The judgements contained in this report have been made from evidence gathered during the inspection, which included a visit to the service and takes into account the views and experiences of people using the service.

What the service does well:

The agency provides prospective people with comprehensive details about the services it provides and the cost enabling them to make an informed choice. Detailed pre service assessments are undertaken and this includes assessing for any risks. All assessments are completed with input from the person if able and their family/representatives. These assessments clearly identify the care and any social needs of the person. The agency works hard to match the right care staff with people and the feedback we received is that they do this very well.

There is no legal requirement for the agency to provide care staff with care plans. However as part of the pre service assessment the service clearly details the care that is required and will assess any risk and record actions to minimise these. Care records are also updated by the agency following a review or when care staff inform them of any changes.

Safe and robust recruitment practices are in place to help minimise risks to people who use the service as care staff are self employed once they have been introduced to the person by the agency.

The agency provides all new care staff with a 5 day induction course that covers a number of topics. There is no legal requirement for the agency to undertake this. The agency won a nationally recognised training award in October 2009.

We received very positive feedback about the high standard of service this agency provides to people who use the service and care staff.

What has improved since the last inspection?

The agency has addressed the one requirement that was issued at the last key inspection and this related to obtaining information about the health of proposed care staff.

What they could do better:

No requirements were issued at this key inspection. We have made 3 recommendations to help the agency to continue to improve and maintain the high standards of service it already provides.

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 on page 4.

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

DETAILS OF INSPECTOR FINDINGS

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Scoring of Outcomes

Statutory Requirements Identified During the Inspection

User Focused Services

The intended outcomes for Standards 1 – 6 are:

1. Current and potential service users and their relatives have access to comprehensive information, so that they can make informed decisions on whether the agency is able to meet their specific care needs.
2. The care needs requirements of service users and their personal or family carers when appropriate, are individually assessed before they are offered a personal domiciliary care service.
3. Service users, their relatives and representatives know that the agency providing their care service has the skills and competence required to meet their care needs.
4. Each service user has a written individual service contract or equivalent for the provision of care, with the agency, except employment agencies solely introducing workers.
5. Service users and their relatives or representatives know that their personal information is handled appropriately and that their personal confidences are respected. In the case of standards 5.2 and 5.3, these do not apply to employment agencies solely introducing workers.
6. Service users receive a flexible, consistent and reliable personal care service. In the case of standards 6.3 and 6.4 these do not apply to employment agencies solely introducing workers.

The Commission considers Standard 2 the key standard to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

1,2 & 6

People using the 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 provides prospective people with comprehensive information about the service they provide to enable them to make an informed decision. Proposed people undergo a full detailed assessment of their needs prior to the commencement of the service and following this the service is then centred on meeting their needs and wishes.

EVIDENCE:

At the site visit the agency provide a copy of the information they provide to prospective people. This incorporates their Service Users Guide and Statement of Purpose. This provides people with very clear details about

what the agency offers and a copy of their terms and conditions. We saw evidence in the five peoples' files we randomly selected, that they are provided with this information. The agency has a website that also provides details about the service they provide. Referrals to the service come from people who are looking in to using the service, people's family members or representatives on their behalf. Health and social care professionals also refer people to this agency.

We examined five pre service assessments that were randomly selected. All five people had an assessment carried out prior to the service starting. A detailed assessment of each person's needs was in place and any risk were identified and appropriate actions recorded. A risk assessment format was also in place and this covered many areas to include moving and handling and the person's environment. We saw a service agreement place for each person. Following the assessment the agency is then able to provide people with details regarding the cost as this varies depending on people's assessed needs. Two of these people had their care funded by Social Services and a copy of an assessment of their needs completed by social care professionals and in the case of one person health care professionals was in place. The feedback we received from care staff was that the agency provides them comprehensive information about the person and their environment. We received the following comments, "The agency provides extensive information regarding the client and environment and enables us to come in and assist the client with minimal stress to them" and "the agency consider the needs of carers in relation to conditions and accommodation offered in clients homes".

One area that the agency feel is very important is matching people with care staff. As part of their pre service assessment they find out about what the person and if appropriate their family are looking for in a member of care staff. The feedback we received from surveys we sent to people who use the service and staff is that this is an area that the agency do very well. One person commented "The agency works hard to fit client's likes and dislikes and some staff members alternate which is important for client consistency". A member of staff commented "they ensure all carers are selected carefully to meet client's needs".

The agency feels they are meeting the equality and diversity needs of the people who use the service and staff.

In the agency's AQAA it stated that the improvements they are looking to make in the next 12 months "We are looking to increase the available office space which will enable us to expand further our carer training, refresher training and our relative training. We are also looking to recruit an additional member of staff."

We received numerous positive comments about the agency from both people who use the service and care staff. We asked people "what does the agency do well" and we received the following comments;

"Agency staff are friendly, caring and helpful"

"As far as I am concerned the agency does everything well"

"Keeps in close contact, supports the family and its carers. As a family we are very impressed with the training of its cares and its responsiveness to family concerns".

"The agency gives a good standard of care, providing me with the security I need"

We also asked "what could they do better" and we received the following comments from people;

"They do not always keep to arrangements when booked"

"Hard to see how it could improve"

We asked care staff "what does the agency do well" and we received numerous positive comments about the training programme it provides, the communication between them and the agency. Some examples of the comments;

"On the whole the agency runs all aspects of care very well. We have good support and training and can call them at any time if anything arises".

"Extremely well run, professional agency, takes good care of its clients and carers. They take a keen interest in all aspects including work related and personal issues. Ensure carers are selected carefully to meet client's needs".

We asked care staff "what could they do better" and the feedback we received mentioned updating care plans more frequently, keeping in contact more with the care staff and to reduce travelling long distances to clients.

Personal Care

The intended outcomes for Standard 7 – 10 are:

7. The care needs, wishes, preferences and personal goals for each individual service user are recorded in their personal service user plan, except for employment agencies solely introducing workers.
8. Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld.
9. Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
10. The agency's policy and procedures on medication and health related activities protect service users and assists them to maintain responsibility for their own medication and to remain in their own home, even if they are unable to administer their medication themselves. In the case of standards 10.8 and 10.9, these do not apply to employment agencies solely introducing workers.

The Commission considers Standards 8 and 10 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

8 & 10

People using the 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 health and personal care which a person using the service receives is based on their individual needs. The care is provided by care staff that have received training to make sure they have the necessary skills. The principles of respect, dignity and privacy are put into practice.

EVIDENCE:

As this is an employment agency there is not legal requirement for them to have care plans in place. However the agency following the pre service assessment devise care plans and risk assessments for care staff to follow. We evidence of reviews at least yearly and the care staff informing the agency of when there are any changes to the person's care. When this has

taken place the agency amend the care plan or risk assessment to reflect this. We were told that following an amendment to the care plan or risk assessment these are then sent to the person or their representative for the care staff to use.

The AQAA says the service is focusing on their training programme on providing care staff with training on health related subject. They state "We have bought several training aids including resuscitation mannequins, mannequins for new carers to practise personal hygiene techniques. An overhead projector has been purchased as well as several more wheelchairs. We have also included an infection control and swine flu session. Swine flu information has also been added to our website. Our training & care manager and our ACM have also qualified as a Moving & Handling trainers. With the additional member of the Care management team we have also been able to attend more home visits to those clients and carers in need of specific help and guidance. These home visits have been in addition to our annual reviews".

We asked people in the surveys we sent them "Is your privacy and dignity respected by the agency staff", 7 people said 'always', 1 person said 'sometimes' and 1 person did not answer the question.

We examined the procedure the agency has in place for the management of medications for people who use the service and who are not able to manage their own medications. We saw in the five peoples' care record we examined medication consent forms that were signed either by the person using the service or a representative on their behalf. We would recommend that the form is dated when it is signed. The agency is going to amend these forms following the change of our organisation from CSCI to the Care Quality Commission. Information is provided about the assistance people require with medication but we would recommend that more details are provided about precisely what the member of care staff needs to do.

All care staff receive training in medication as part of the five day course provided by the agency. The member of staff that provides this training is a qualified 'train the trainer' in medication. Care staff and the person or their representative are each provided with information about the procedures for managing medications. This is excellent that the person or their representatives are provided with information.

We were informed that medication administration records (MAR) are maintained by the care staff and we were shown a copy of a MAR used.

Protection

The intended outcomes for Standards 11 - 16 are:

- 11.** The health, safety and welfare of service users and care and support staff is promoted and protected, except for employment agencies solely introducing workers.
- 12.** The risk of accidents and harm happening to Service Users and staff in the provision of the personal care, is minimised, except for employment agencies solely introducing workers.
- 13.** The money and property of service users is protected at all times whilst providing the care service, except for employment agencies solely introducing workers.
- 14.** Service users are protected from abuse, neglect and self-harm, except for employment agencies solely introducing workers.
- 15.** Service users are protected and are safe in their home, except for employment agencies solely introducing workers.
- 16.** The health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care, except for employment agencies solely introducing workers.

The Commission considers Standards 11, 12 and 14 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

People using the service experience **excellent/good/adequate/poor** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

This set of standards are not applicable as this is an employment agency.

EVIDENCE:

There is no legal requirement for the agency to undertake risk assessments of people who use the service. As part of the pre service assessment a full detailed risk assessment is undertaken. A set format is used and this looks at a number of areas to include moving and handling and the person's environment. Risks are identified and assessed as being low, medium or high.

Actions to manage the risk are documented. These are updated following a review of the service or if care staff update the agency with any changes.

Care staff receive training about safeguarding people and about abuse at the 5 day induction training course provided by the agency. Again there is no legal requirement for this agency to provide this.

Managers and Staff

The intended outcomes for Standards 17 - 21 are:

17. The well-being, health and security of services users is protected by the agency's policies and procedures on recruitment and selection of staff.
18. Service users benefit from clarity of staff roles and responsibilities, except for employment agencies solely introducing workers.
19. Service users know that staff are appropriately trained to meet their personal care needs, except for employment agencies solely introducing workers.
20. The personal care of service users is provided by qualified and competent staff, except for employment agencies solely introducing workers.
21. Service users know and benefit from having staff who are supervised and whose performance is appraised regularly, except for employment agencies solely introducing workers.

The Commission considers Standards 17, 19 and 21 the key standards to be inspected.

JUDGEMENT – we looked at outcomes for the following standard(s):

17 & 19 (standard 19 is not applicable to employment agencies; however they chose to provide care staff with training).

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

Robust recruitment practices are in place to help safeguard people who use the service as all care staff appointed are self employed. An additional benefit for all care staff is the agency's training programme to help them meet peoples assessed needs.

EVIDENCE:

We examined five randomly selected staff records to examine their recruitment. All five members of care staff had been appointed from overseas at one of Corinium Care's recruitment offices. All five members of care staff had the required checks in place. An assessment is undertaken at there overseas branch to determine if they are suitable for the position. Care staff do not start work until all the required checks are in place and this includes for

care staff appointed prior to October 12th 2009 a POVA first check or from this date an Independent Safeguarding Authority (ISA) Adult first check. Best practice guidelines would recommend that care staff do not start work until a full Criminal Records Bureau Disclosure (CRB) is received and this was the case for some of these members of care staff.

We discussed two ways in which the agency could exceed the standard and one is by waiting for a full CRB and the other would be to put in place a written risk assessment for each member of care staff that commences work prior to the return of the CRB. The agency mentioned several systems they have in place to monitor the service they provide and these should be recorded on the risk assessment. For example they have an 'out of hours' service so that people who use the service or care staff can contact a member of staff from the agency.

We recommend one change to the agency's application form and that is to include the start date in the current employment history to make it easier to check each member of staff has a full employment history.

We asked the staff in the surveys we sent them "do you think your recruitment was done fairly" and all 19 staff said 'yes'.

There is no legal requirement for the agency to provide care staff with training. However all new care staff are provided with a 5 day induction which covers a number of areas to include medication and safeguarding people. The feedback we received from care staff was that they found this training very beneficial and one member of staff said "gives excellent training". We asked the staff "did your induction cover everything you needed to know to do the job when you started" and all 19 staff said 'yes'.

The agency also said in their AQAA that in October 2009 they ran their first training day for relatives and they plan to provide more of these.

Corinium Care was awarded the South West Regional Winners award for education and training at the National Training Awards in Bristol in October 2009 which is excellent.

Their AQAA lists improvements that the agency has planned and it states "It is hoped with the new meeting area for carers we will encourage them to use our reference library and internet to keep themselves as fully updated as they can be. New opportunities for training and development of skills and knowledge for office staff are always being looked into and it is anticipated that several of the care management team will be attending courses this year".

There is no legal requirement for this agency to supervise their care staff.

We asked the staff in the survey we sent them "do you feel you have enough support, experience and knowledge to meet the different needs of people who use the agency" 18 staff said 'yes' and 1 member of staff said 'don't know'.

Organisation and Running of the Business

The intended outcomes for Standards 22 – 27 are:

- 22. Service users receive a consistent, well managed and planned service.
- 23. The continuity of the service provided to service users is safeguarded by the accounting and financial procedures of the agency.
- 24. The rights and best interests of service users are safeguarded by the agency keeping accurate and up-to-date records.
- 25. The service user's rights, health, and best interests are safeguarded by robust policies and procedures which are consistently implemented and constantly monitored by the agency.
- 26. Service users and their relatives or representatives are confident that their complaints will be listened to, taken seriously and acted upon.
- 27. The service is run in the best interests of its service users.

The Commission considers Standards 22 and 26 the key standards to be inspected at least once.

JUDGEMENT – we looked at outcomes for the following standard(s):

22,26 & 27

People using the 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 operates from an established base and the manager and staff make best use of its resources to deliver a high quality service. People are able to express their concerns and have access to robust complaints procedure.

EVIDENCE:

There have been no changes to the business premises or the Registered Person since the last key inspection. The AQAA states that they are looking into expanding their premises and to recruit an additional member of office staff so that the care managers can devote more time on maintaining contact with people who use the service and their representatives. The AQAA goes on to mention that one area they feel they are doing well is retention of staff and that 2 members of staff have worked for Corinium Care for 10 years. The agency is also looking to improve their website.

We received the agencies Annual Quality Assurance Assessment (AQAA) on time and it contained detailed information about what they feel they do well and any areas they are looking to improve. The Dataset which is numerical information was also completed in the parts that are relevant to an employment agency.

The agency feels they are meeting the equality and diversity of the people who use the service and they have mentioned in their AQAA that they have increased the number of male care staff.

The agency has a complaints procedure in place and a copy of this is sent to all people who use the service prior to the service commencing. The agency has received 3 complaints. We examined all the supporting information and the registered manager confirmed they had visited two people who use the service to discuss the issues raised.

We asked people who use the service in the surveys we sent them "do you know how to make a complaint if you are not happy with the service you receive", 7 people said 'yes' , 1 person said 'no' and 1 person did not answer the question.

Prior to the site visit the agency sent to us a copy of their recent quality assurance assessment that involved obtaining the views of people who use the service. This shows where the agency feel they are doing well and the feedback they received said that people were happy with the standard of service they are receiving.

We discussed with the Registered Manager the results of the feedback we received from people who use the service and staff. The feedback we received was very positive about the high standard of care people receive from the agency. Care staff also felt that they agency is very well managed.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Domiciliary Care have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

“X” in the standard met box denotes standard not assessed on this occasion
 “N/A” in the standard met box denotes standard not applicable

User Focused Services	
Standard No	Score
1	4
2	4
3	X
4	N/A
5	X
6	4

Managers and Staff	
Standard No	Score
17	3
18	N/A
19	4
20	N/A
21	N/A

Personal Care	
Standard No	Score
7	N/A
8	4
9	X
10	4

Organisation And Running Of The Business	
Standard No	Score
22	3
23	X
24	X
25	N/A
26	3
27	4

Protection	
Standard No	Score
11	N/A
12	N/A
13	N/A
14	N/A
15	N/A
16	N/A

No

Are there any outstanding requirements from the last inspection?

STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	DO10	The agency should make sure that the medication consent form is dated when signed by the person or representative on their behalf.
2	DO10	To improve further the information that care staff receive in relation to medication and assistance required. We would recommend that precisely what assistance is needed is recorded.
3	DO17	The agency's application form should include the start date for staff current employment so that they are able to assess more effectively a full employment history.



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