

# Key inspection report

## Domiciliary care agencies

<b>Name:</b>	KIDS (London)
<b>Address:</b>	49 Mecklenburgh Square London London WC1N 2NY

**The quality rating for this domiciliary care agency is:** two star good service

A quality rating is our assessment of how well an agency 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 full review a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Wynne Price-Rees	1 9 1 1 2 0 0 9

This is a review of quality of outcomes that people experience in this agency. 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.

The first part of the review gives the overall quality rating for the agency:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

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 Agencies can be found at [www.dh.gov.uk](http://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](http://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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## Information about the agency

Name of agency:	KIDS (London)
Address:	49 Mecklenburgh Square London London WC1N 2NY
Telephone number:	
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	KIDS (London)								
Name of registered manager (if applicable)									
Ms Julie Tucker									
Conditions of registration:									
Date of last inspection									
Brief description of the agency									
<p>The agency was registered six months ago by the Care Quality Commission and this is the first inspection. It provides carers to give home based short breaks for the parents of disabled children aged 0 to 13 within the Camden area. It is based in Mecklenburgh Square WC1 and there are currently 25 families receiving a service. Families receive two and a half hours respite weekly or five hours per fortnight. Fees can be obtained from the agency.</p>									

## Summary

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

The quality rating for this agency is:

two star good service

### Our judgement for each outcome:



### How we did our inspection:

The quality rating for this service is 2 stars. This means that people who use the service receive good quality outcomes. The inspection was unannounced and took place over two and a half hours on the 19th of November 2009. During the inspection we looked at all the key standards and compared the information we have received since the service has been registered. We spoke with the management team, checked records and procedures and did a premises tour. We also contacted the families of people who use the service by phone. We also case tracked the files of three people who use the service and checked two staff files. An AQQA was not provided as we have not requested one. An AQQA is a self-assessment document that the agency fills out that tells us how they feel they are performing against the national minimum standards and the outcome for people who use the service.

**What the agency does well:**

The agency has been operating for six months and the inspection demonstrated that it is operating very efficiently in meeting the needs of people who use it. Families of people who use the service that we contacted said they were very pleased with the service they receive.

All the required documentation is in place and records are kept up to date. Staff are appropriately vetted by the recruitment procedure to make sure that people who use the service are safe.

**What has improved since the last inspection?**

This is the first inspection.

**What they could do better:**

The agency must continue to build on the high standards that have been established.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line 0870 240 7535.

## Details of our findings

### Contents

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## 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.

People who use the service have their needs fully assessed before a service is provided.

Evidence:

"My child was fully assessed before the service started".

The service has a written assessment policy and procedure that a sample of three assessments demonstrated is followed and meets the requirements of the standard. An initial needs assessment referral is forwarded by the Disabled Children's Team at Camden Council. This covers areas such as parental responsibility, disability communication difficulties, family history, professional network, emotional and behavioral issues, self care skills, environmental factors and risk analysis. Once this has been received and an initial judgment is made that needs can be met an

**Evidence:**

introductory phone call is made to the family. A visit is arranged to the home of the person using the service and the specific service required is identified with the family. During the visit a short break assessment is filled in that includes a risk assessment. Once the service has been agreed a mutual parent and worker expectation contract is signed.

## 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.

The privacy and dignity of the person using the service and their family is observed. Only staff trained to do so administer medication.

Evidence:

"There is an agreed care plan in place for my child".

A sample of three files demonstrated that individual care plans are in place that have been risk assessed and are initially based on the assessment information gathered. The care plans are discussed with the family and where possible carers are matched to the needs, wishes and preferences of the family. The carer is fully briefed on the care plan before starting to give a service.

The agency has a written privacy and dignity policy and procedure that carers have access to and are expected to understand and follow as part of the interview process, induction and ongoing training. It is also included as part of the supervision process. They also have access to privacy and dignity training provided by Camden Council. There is a medication policy and procedure although generally carers do not administer medication as a short respite service is provided and this is normally carried out by parents. If specific circumstances arise where administering of medication is required a parental consent form is first signed that details medication,

Evidence:

dosage and time. Only carers trained to do so administer medication. They are trained by the community paediatric nurse team.

## 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.

The agency promotes the health and safety of people who use the service and staff within a risk assessed environment. They alert the appropriate agencies to any safeguarding and protection issues.

Evidence:

A full risk assessment is carried out as part of the initial assessment visit to the home of the person using the service. This contains identified risk, who is at risk, risk level, control and action required. This information is then imparted to the designated carer prior to service commencement. The risk assessments are periodically reviewed and updated as needs change. Carers receive health and safety awareness sessions as part of their induction training. Training for specific care needs requiring special equipment or medication is also provided. Appropriate protective clothing is also provided.

There is a health and safety policy and procedure that all staff are required to sign to acknowledge they have read.

Each carer receives individual adult and child protection training from the care co-ordinator as part of induction training. They are also booked on safeguarding courses provided by Camden Council within six months of commencing employment.

Any allegations of abuse are referred to the Camden Council Safeguarding Team and

Evidence:

Care Quality Commission. There are no current referrals.  
There is also a policy and procedure for dealing with aggression from people who use the service and their families.

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

A robust recruitment procedure and appropriate staff training and supervision protect people who use the service.

Evidence:

The agency operates a thorough recruitment policy and procedure that meets the requirement of the standard and a sample of two staff files demonstrated is followed. Each carer completes an application form identifying how they will meet the person specification for short-listing. An interview then takes place with a panel that includes a parent and three references are taken. During interview scenarios are presented to identify suitability for employment including child safeguarding, adapting to changing needs conflict situations with parents and personal care. Enhanced CRB and health checks are carried out before they are able to begin work. A CRB check is done by the Criminal Records Bureau. Proof of identity, address, work history and qualifications are also verified.

Staff receive comprehensive induction training that includes safeguarding, Makaton, health and safety and personal care. On-going training is also sourced from Camden Council as required including manual handling, child protection, managing challenging behavior and paediatric first aid.

Staff receive monthly minuted supervision with increased frequency if required and annual appraisals.

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

People who use the service benefit from having their complaints listened to and acted upon. The agency is well managed within suitable premises.

Evidence:

"I have no complaints about the service we receive". The agency operates from premises that are regularly risk assessed accessible to people who use the service and suitable for its stated purpose. There are clear lines of communication with the management team, staff in the field and frequent contact with the families of people who use the service by phone and in person.

There is a complaints policy and procedure and facility to record any complaints made, who has investigated, how and the outcome. This information is incorporated within the quality assurance system to identify any significant trends. There are currently no complaints.

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

## 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

### 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

### 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

## Helpline:

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