

Review of compliance

Origin Recruitment Limited Origin Recruitment Limited	
Region:	North West
Location address:	Cameron House, White Cross Industrial Estate South Road Lancaster Lancashire LA1 4XQ
Type of service:	Domiciliary care service Supported living service Extra Care housing services
Date of Publication:	November 2011
Overview of the service:	Origin provides 24-hour live-in care for people with spinal injuries. Services are specifically designed for those people with a spinal injury, and undertaken by staff who have had specialist training.

	<p>Service users are not ill, but they are disabled, and the carer's role is to make independent living a reality by working with the service user to overcome the obstacles of day-to-day life. The service operates nationally in the United Kingdom and Eire.</p>
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Origin Recruitment Limited was meeting all the essential standards of quality and safety.

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 as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider.

What people told us

We spoke to the registered manager; two office based staff members and talked to two staff members on the telephone. In addition we spoke to two people by telephone, to gain their views on the service they receive. By looking at surveys on individual files during the site inspection it also provided us with an overview of the experiences people have had using the service.

Comments we received were very positive and included, "Brilliant service can't imagine anything better". Also, "I have continuous support from the same staff member, the service couldn't be better". "They are very professional in how they deliver the support, and I think the office staff are always courteous and patient".

People we spoke to told us they like the way they very much lead the development of their support package. Comments included, "I like the way I can work with the agency to get the package I need. They are very open to ideas and they always try and match the staff to meet my needs".

Evidence we received by talking to staff members demonstrated this is a very good agency to work for and staff told us they felt supported to carry out their role. One staff member said, "My training was centred on specific spinal injuries and trauma, as well as other areas, so I felt confident when I went to my first job". Also, "I feel really supported and there is always someone to speak to if you need them".

Staff spoken to had a good awareness of individual care and support needs and the importance of treating people with respect and dignity. A carer spoken to said, "I think it's really important we respect people's rights to dignity and to help them maintain this".

Other organisations we spoke to about the agency told us had no issues about the service

it provides.

What we found about the standards we reviewed and how well Origin Recruitment Limited 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 are enabled to express their views about things that are important to them and have their say in how their care is provided.

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

People using Origin Recruitment were supported to make decisions about the care and support they receive.

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

The agency has procedures in place to make sure people are protected.

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

People using the agency receive support from staff who are competent and well supported.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

People using Origin Recruitment benefit from a well managed service, with systems in place to monitor the quality of service provided.

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

People we spoke to felt they are involved in the design of their support package. Comments included, "I think the way the support packages are designed is very good and they take into account what I think throughout the process". Also, "Being able to contribute and direct what I want is very important to me and the agency is good at making sure things happen the way I would like them to".

Other evidence

We looked at four care/support planning records, which showed evidence of clients being involved in what services are going to be included in their package. There is an initial registration and profile record which includes information about the person. This initial registration is completed by the client and includes what they would like and expect of their package of care and support. Staff told us this information is essential to make sure they know peoples needs before they can design a support package. Comments included, "It is the client who is in the driving seat when designing their support plan". Other comments included, "We work with clients when putting a plan together so that we get all the background information we need".

As this agency provides a specialist service to people who need support and not treatment over a designated period of time, it makes sure it works with the client in

order to collect as much information as possible. It aims to endeavour to make sure the staff member has the knowledge and skills to meet those needs.

The records we looked at showed the aim of designing care packages is 'person centered', which ensures it is focused on the person's individual needs.

Our judgement

People are enabled to express their views about things that are important to them and have their say in how their care is provided.

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

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People we spoke to told us they were very satisfied with the level of care/support they receive from staff. Comments included, "I have real confidence in my support worker and what they do is very good". Also, "I find staff are working in my home and they respect this".

People told us that they like the way they are provided with care/support from staff who 'live in', for a period of time. Comments included, "I like the continuity of having staff here for a designated period of time, it makes more sense for me and my lifestyle".

Other evidence

We looked at the range of care/support planning information, to see if all details are on record so staff are able to carry out tasks and know what to do when they are allocated a session of work with a client. As staff spend a period of time with clients, which may be a few days to a few weeks the agency recognises the care/support planning process needs to be thorough and robust. The records we looked at told us all areas of care and support are addressed individually. Staff told us they thought this was important due to the intensity of work. Comments included "I think it's really important I have all the information I might need when I am providing support to clients". Also, "The agency is really good at making sure we have all the information we need to provide the necessary level of support to clients".

If necessary the agency gains information from other sources so that the it has all the information they need to base their own care/support plan on.

As this agency provides support to clients with spinal injuries it is essential staff have the knowledge and skills necessary to provide the level of support to individuals. One staff member said, "It is important the client has the confidence in the staff member". Another said, "The training is really good in spinal injury care, I think it helped me a lot".

Comprehensive risk assessments are carried out for all clients who are using the agency, in order to reduce the chance of incidents and accidents occurring. The records we looked at identified risk factors and how they are to be managed in respect of personal, medical and environmental risk. Staff we spoke to told us they are provided with the full range of information before they commence support in a clients home.

Following all respite sessions we saw there is an immediate review. This includes the staff members completing a full review of the session. This review covers all areas of support. It highlights where things have gone well, where issues may be identified, so that the agency can make changes prior to the next respite session taking place. A member of staff told us they thought it was a good opportunity to summarise the respite session. In addition to the staff review there is a full review undertaken with the client. This is a full summary of how the respite session went and comments from the client are taken seriously. One person commented on the excellent training staff receive in order to provide "methodical and organised" staff.

Our judgement

People using Origin Recruitment were supported to make decisions about the care and support they receive.

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

People using this service told they felt protected and supported in the care/support they receive. Comments included, "I have every confidence in the staff who support me". Also, "If I was concerned about anything I have been told who to contact, and it's in the written information we receive before the support starts".

Other evidence

The agency recognises the need to make sure people are protected. It takes health and safety seriously and follows protocols in place to meet regulatory requirements in areas such as moving and handling, first aid and a range of other regulations. A staff member told us the agency makes sure staff have the knowledge and skills in all aspects of health and safety. "We have training in health and safety, the agency takes it seriously as we work independently in peoples homes".

We saw evidence of procedures and protocols in place which would be used as guidance if any allegations of abuse were raised. At the time of this visit the Care Quality Commission (CQC) had not received any safeguarding referrals relating to this agency.

We looked at what training is available to staff working for the agency in respect of protecting people. We saw the main training record indicates this is included in the initial four day training programme. However, when looking at individual files there were only two certified safeguarding training certificates. These were staff who had worked for the agency for some time. We were assured all staff receive this training.

The evidence we saw confirmed this. We advised the management team there needs to be some formal certified recognition on staff files or on a training matrix to evidence this training has occurred and when.

Our judgement

The agency has procedures in place to make sure people are protected.

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

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People we spoke to told us they had confidence in the staff who provide care and support. Comments included, "Very good, they are very professional". Also, "They are very knowledgeable, and I have confidence in what they do".

Other evidence

Staff in this agency work remotely, and can be based in various geographical parts of the country. However, by talking to the manager and looking at staff records we confirmed the agency is focused on making sure staff receive support and mentoring so that they feel confident in their roles. Staff members we spoke to told us, "Although I work away quite a bit we are in regular contact with the office, I complete my reviews and share the findings, and I have appraisals". Also, "I think the access to training is good and I feel supported by the management team".

Staff we spoke to told us they enjoy their jobs and feel it is very rewarding. Comments included, "I have worked for the agency for some time and feel very supported". "We get to know the needs of people using the service and we work well with them".

We saw the agency provides a rigorous four day training programme which includes, specific training in spinal injury care, as well as a range of other relevant topics, which make sure staff have the necessary knowledge and skills to provide a good level of care. In addition we saw evidence of refresher courses taking place every 18 months, so that staff have current knowledge of good care practice. Staff we spoke to told us, "I think the training is really good and very in depth". Also, "I like the way we are asked for our opinions of the quality of training after we have received it".

We saw written evidence of staff carrying out reviews following training to measure its effectiveness. In addition tutors are asked to comment on individual staff after training has occurred. This helps the management team measure the effectiveness of training and the quality of the teaching.

Our judgement

People using the agency receive support from staff who are competent and well supported.

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

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

This agency values the comments of people who use it so they can tailor the service to meet the specialist needs of the client group. Comments included, "I like the way I carry out a review after a session, so I can make my own comments". Also, "I think reviews are good for making your comments known".

Other evidence

It was evident through talking to staff and two people who use the agency that it is committed to providing a high quality of care and service. This is carried out using effective communication with all stakeholders of the service, and that information is monitored and used to improve the quality of the level of care/support on a regular basis.

We looked at a sample of the surveys completed by clients and staff which are used to gain the views of people using the agency. They showed people are very satisfied with all aspects of the agency in respect of the service they receive and the support staff feel they have.

The manager told us they have robust policies and procedures in place to monitor the quality of their service and these are reviewed.

Our judgement

People using Origin Recruitment benefit from a well managed service, with systems in place to monitor the quality of service provided.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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