

# Review of compliance

<p>Hartwig Care Limited Hartwig Care Limited - 30A Highgate Road</p>	
<b>Region:</b>	London
<b>Location address:</b>	30a Highgate Road London NW5 1NS
<b>Type of service:</b>	Domiciliary care service
<b>Date of Publication:</b>	December 2011
<b>Overview of the service:</b>	<p>Hartwig Care Ltd is a domiciliary care agency based in north London. They provide personal care to people in their own homes. The people who use the service have a variety of care needs and include elderly and frail people, as well as those with learning disabilities. At the time of the inspection they provided care to over 300 people who mainly lived in the London Borough of Camden.</p>

# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Hartwig Care Limited - 30A Highgate Road 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

People who use the service told us that they were involved in choices about their care and were treated respectfully. They praised the quality of the service that they received and said they felt safe with the carers. They rated the staff positively and said they could give feedback to managers at the agency which would be acted upon.

### What we found about the standards we reviewed and how well Hartwig Care Limited - 30A Highgate Road 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 who use the service are involved in making decisions about how they are cared for. People who use the service are treated respectfully and their care is tailored towards their individual needs and preferences.

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

People who use the service are provided with a good standard of care and support and the agency has appropriate procedures to keep them safe.

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

People who use the service were safe from abuse.

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

Staff working for the agency were supported in carrying out their duties.

**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 appropriately monitored the quality of the services that it 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 who use the service said that the agency's staff were respectful towards them. They said that they could talk to the agency who would make changes to their care if they wanted it. In a recent survey of people who use the service the agency staff received positive ratings regarding their respectful nature, being responsive to the needs of people who use the service and their attitude towards providing care.

#### Other evidence

The agency had records for the people who use the service which included details of their personal histories and individual activities, as well as their cultural and religious needs. Staff members reported that providing personalised care was very important to them and that they would try to get to know the people they cared for. The agency had suitable policies on treating people with respect and staff described what they would do to involve people who use the service in decisions about their care.

#### Our judgement

People who use the service are involved in making decisions about how they are cared for. People who use the service are treated respectfully and their care is tailored towards their individual needs and preferences.

## 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 who use the service described the agency staff as "very good". They said that they completed their tasks and were adaptable to the needs of the person being cared for. In a recent survey of people who use the service the care provided by the agency was rated positively.

##### Other evidence

The agency had a suitable number of carers for the number of people it provided care for and they had a suitable number of office staff to support them. Staff described a thorough procedure for assessing the needs of new clients. Risk assessments were completed for all of the people who use the service to ensure that they were safe. Carers would make notes on the care that they provided on a regular basis. An electronic monitoring system kept track of when carers arrived at a persons home and when they left and would alert office staff if a visit was missed or a carer was late. Staff were trained in what to do in emergency situations. The agency was usually able to find carers to cover for any absences at short notice. The care provided to individual people was discussed with management staff on a regular basis. The agency had policies that set out the standards of care that staff were to provide.

##### Our judgement

People who use the service are provided with a good standard of care and support and the agency has appropriate procedures to keep them safe.

## 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 who use the service said that they felt safe with the staff that the agency sent.

##### Other evidence

All staff received training in safeguarding and were aware of what to do if they suspected someone was being abused. The agency made appropriate pre-employment checks before staff started working for them and it had its own safeguarding policy.

##### Our judgement

People who use the service were safe from 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

The provider is compliant with Outcome 14: Supporting staff

#### Our findings

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

On this occasion we did not ask people who use the service about this outcome. However, they told us that the carers provided by the agency were very good and in a recent survey they rated the care the staff provided positively.

##### Other evidence

Staff received a thorough induction from the agency when they started working for them. They received appropriate mandatory training as well as further training specific to the needs of the people that they cared for. Supervisions and spot checks on staff took place on a regular basis. Staff had annual appraisals where their performance was discussed and where a plan for their development over the year was drawn up. This plan was revisited during the supervisions. Staff described positive relationships with the managers and said that the managers would act on any difficulties in providing care that staff raised with them. The agency held regular team meetings where general issues were discussed as well as the care of specific clients. The agency also used a staff survey where carers could feedback about the agency. In the latest survey staff largely rated working at the agency positively.

##### Our judgement

Staff working for the agency were supported in carrying out their duties.

## 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

On this occasion we did not speak to service users about this outcome. However, people who use the service told us that they could raise any issues they had with the managers who would act on their feedback.

##### Other evidence

The agency had an electronic monitoring system which held details about when individual carers arrived at a person's home and when they left. A yearly questionnaire was sent to all people who use the service which asked questions about the quality of care that they received and their interaction with management staff. The results of this would be passed to the relevant manager and any individual issues raised by people using the service would be followed up. Staff were supervised and underwent spot checks on a regular basis. Managers reported that they would check with new clients on a regular basis when they started to provide care to them to check if they were satisfied with the service they were receiving.

##### Our judgement

The agency appropriately monitored the quality of the services that it 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

<b>Document purpose</b>	Review of compliance report
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
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