



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Nadja Hartwig Ltd

**9 Carlingford Road
Hampstead
London
NW3 1RY**

Lead Inspector
Linda Kapambe

Announced Inspection
6th June 2006 10:00

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Domiciliary Care*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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SERVICE INFORMATION

Name of service	Nadja Hartwig Ltd
Address	9 Carlingford Road Hampstead London NW3 1RY
Telephone number	020 7916 7270
Fax number	
Email address	
Provider Web address	
Name of registered provider(s)/company (if applicable)	Nadja Hartwig Ltd
Name of registered manager (if applicable)	Ms Nadja Victoria Hartwig-James
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Nadja Hartwig is registered by the Commission as a Domiciliary Care Agency.

Date of last inspection 15/08/05

Brief Description of the Service:

Nadja Hartwig Domiciliary Agency is situated in a purpose built business complex, located in Belsize Park and easily accessible by public transport. The agency provides a service for around sixty service users whose care is funded in a variety of ways such as Direct payments, private funding and Local Authority funding. The care provided is for adults of all ages and for those with a variety of care needs.

SUMMARY

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

The inspection was the agency's second annual announced visit since becoming registered as a Domiciliary care Agency. The inspection took place over two days, which involved time in the office looking at the agency's policies and procedures and examining records. I spoke with the registered manager and interviewed three carers in the office. I also visited two service users in their homes and was able to speak to and observe some carers on the visits.

The registered manager was sent a pre-inspection questionnaire and a self-audit form to complete prior to the inspection; these were completed and sent back to the commission. The commission prior to the inspection sent out ten service user and ten care worker surveys. A total of three completed surveys were sent back, two were service user surveys. An inspection comment survey was sent out after the inspection for the Registered Manager to complete.

What the service does well:

The service is managed well by a competent manager and a dedicated staff team. There is a clear and consistent referral and assessment system in place, which provides staff with the information they need to safely support service users.

The service continues to evaluate and produce policies and procedures in a user friendly and accessible format, ensuring the health and safety of both service user and carers.

The agency maintains good communications with their service users. From the surveys sent back to the commission and the feedback from service user interviews, the staff are said to be on the whole accessible and accommodating. , **" I am very happy with the standard of care I receive and the office regularly checks to ask if everything is okay"** and **" all the carers give an excellent and pleasant service."**

There is a staff development plan in place, which offers a selection of very good training opportunities. Regular supervision and monitoring of staff ensure that service users receive care that is consistently of a high standard.

What has improved since the last inspection?

One staff member, who was formally working as a carer, is now an NVQ assessor and trainer for the agency, and has devised a comprehensive training programme for carers.

It is pleasing to note that the manager and staff have met all the national minimum standards assessed and exceeded some of them.

What they could do better:

It is recommended that an additional private space for staff and visitors to meet, be found as soon as possible to ensure confidentiality.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

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User Focused Services (Standards 1-6)

Personal Care (Standards 7-10)

Protection (Standards 11-16)

Managers and Staff (Standards 17-21)

Organisation and Running of the business (Standards 22-27)

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 at least once during a 12 month period.

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

2

Quality in this outcome area is good.

There is a clear and consistent referral and assessment system in place that provides staff with the information they need to meet the service users needs

EVIDENCE:

Care needs assessments were seen in service users files for those referred by the Local Authority. Service user assessments are completed by the agency prior to them receiving a service. Details of the assessments are produced in the Job Specification (Care Plan). These are also kept in the service users file at home and also electronically in the office.

Carers interviewed confirmed that the Job Specifications are very detailed and include all the information they need prior to working with the service users,

such as types of disability, medical issues, any challenging behaviours, risk assessments and any social interests as well as cultural and religious needs.

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 at least once during a 12 month period.

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

8 & 10

Quality in this outcome area is excellent.

The carers have the necessary information and skills to meet service users needs in their own homes.

EVIDENCE:

The carers interviewed clearly demonstrated that knew about how to provide support that afforded the service user dignity and respect, and were clear about confidentiality issues. Direct observation visits take place when the carer starts working with the service user and as part of their on going supervision. Comments from service users included, "**I am very happy with the standard of care I receive and the office regularly checks to ask if everything is okay**" and "**all the carers give an excellent and pleasant service.**"

There is a written medication policy available that clearly details carers responsibilities, in respect of assisting service users who take medication. Details of the policy can also be found in the staff handbook and in the service users guide. Carers sign the medication policy and a copy is kept in their personal file. Carers demonstrated that had a clear understanding of their roles if a service user is on medication.

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 during a 12 month period.

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

11, 12 & 14

Quality in this outcome area is good.

Policy and procedures are in place, and the understanding demonstrated by staff ensures the health and safety of service users.

EVIDENCE:

All relevant health and safety policies and procedures are in place that comply with the requirements of Health and Safety legislation. The registered manager is the Health and safety officer for the agency she ensures staff working in the building, and those that visit; are in an environment that is free from hazards. There are procedures in place for carers to report any incidences that affect their own health and safety as well as that of the service user.

The managers do risk assessments, which then form part of the care plan. Each task for the service user and carer is assessed individually and reviewed as things change. Forms to record and review the assessments were in place. There is a 24-hour on call system; managers take it in turn to be on call. Carers interviewed said the system works well and they feel very well supported when working with service users.

There were policies and procedures in place for the protection of vulnerable adults. Carers interviewed demonstrated a good understanding of what constituted abuse and knew what actions to take should they suspect abuse. All carers receive POVA training, firstly as part of their induction and then participate in more in-depth training course.

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 at least once during a 12 month period.

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

17, 19 & 21

Quality in this outcome area is excellent

Staff are appropriately trained and competent to meet service users' needs.

EVIDENCE:

Staff interviewed and looking at a selection of staff files confirmed that robust policies and procedures are in place for the recruitment of staff. The agency tries their best to insure privacy when interviewing though private space is limited at the agency. The Registered Manager is looking for larger premises.

There is a staff development plan in place, which offers a selection of very good training opportunities. Every carer has their own book that has a record of their training. Carers are invited to look at the diary held in the office for dates of training and to put their name besides the training they wish to do. Training takes place every week at the agency. The staff team have a range of experiences and qualifications between them. One staff member who was formally working as a carer, is now an NVQ assessor she also trains carers.

The contents of the training programme she devised were seen and were very comprehensive.

Supervision takes place for all staff on a regular basis; staff interviewed and accessing personal files confirmed this. Direct observations also form part of the induction and supervision process. The managers undertake three monthly appraisals of care workers. Since the last inspection the appraisal form has been improved, which allows a more detailed appraisal of staff.

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 during a 12 month period.

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

22 & 26

Quality in this outcome area is good

The complaints procedure ensures service users and relatives are aware of how to voice their concerns.

EVIDENCE:

The office is well managed, organised and contains the necessary equipment and facilities to ensure the agency runs smoothly. There is a good management structure in place and staff and service users interviewed, felt that the managers were competent and easily accessible. The managers demonstrated that affective systems are in place to ensure adequate staff cover at all times. **“ The agency are good at incorporating what I want if, I change the time. It hasn't always been the case and there was a time when I felt quite disempowered when I didn't know which carer was coming. The agency and I have worked hard to get it right.”** Said one service user interviewed.

There is clear information in place on how to make a complaint. The information is presented in the service users guide and staff handbook. The complaints procedure in place includes stages and time scales for the process. The complaints book is presented in a clear format that reads easily and includes the action taken. Complaints are also kept electronically. Most service users interviewed were aware of the complaints procedure and knew whom they could talk to.

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	X
2	3
3	X
4	X
5	X
6	X

Managers and Staff	
Standard No	Score
17	3
18	X
19	4
20	X
21	4

Personal Care	
Standard No	Score
7	X
8	4
9	X
10	4

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

Protection	
Standard No	Score
11	3
12	4
13	X
14	3
15	X
16	X

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 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	DO17	It is recommended that an additional private space for staff and visitors to meet, be found as soon as possible to ensure confidentiality.

Commission for Social Care Inspection

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