



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Hartwig Care Limited

**30A Highgate Road
London
NW5 1NS**

Lead Inspector
Pippa Canter

Unannounced Inspection
8th May 2008 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

Reader Information	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
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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	Hartwig Care Limited
Address	30A Highgate Road London NW5 1NS
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Provider Web address	
Name of registered provider(s)/company (If applicable)	Hartwig Care Limited
Name of registered manager (if applicable)	Mrs Nadja Victoria Shaw
Type of registration	Domiciliary Care Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 11th July 2007

Brief Description of the Service:

Hartwig Care Limited is a registered domiciliary Agency situated in a purpose built business complex, located off Highgate Road and easily accessible by public transport. The agency provides a service for around seventy-five service users whose care is funded in a variety of ways such as Direct payments, private funding and Local Authority funding. The care provides services to adults of all ages and to children. The agency's fees are varied according to the service provider. This can range from spot contracts, direct payments and also live-in carers. The charges range from £11.84 to £12.71 per hour. Rates may differ at weekends.

SUMMARY

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

The quality rating for this service is 2 stars. This means the people using this service experience good quality outcomes.

The length of this key inspection was three and a half days. We spent a day and a half at the branch inspecting records, talking to staff and giving feedback. Over two separate days, we visited people who use the service and spoke to relatives and the home support workers. This inspection focused on the key national minimum standards paying particular attention to the deficiencies recorded at the last inspection.

A similar method was used to plan and carry out this inspection as had been followed for other visits. Prior to the inspection we reviewed the information that the Commission for Social Care Inspection had about the home. We reviewed the annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. We talked to members of the management team, staff who are based in the branch as well as support workers who were attending a training session. We talked to people in their own homes along with their key support workers. Where comments have been received during this inspection, these are reflected throughout the main body of the report.

During the visit we looked at a large sample of records including the care records of four people using the service; two of whom were visited in their own homes. We talked to members of the management team, staff who are based in the branch as well as support workers who were attending a training session. We were able to observe the training sessions. We talked to relatives and support workers. Where comments have been received during this inspection, these are reflected throughout the main body of the report.

During the two home visits support workers were indirectly observed going about their duties and interacting with people they supported. People using the service, their relatives and support staff were asked for their views. The management team were asked about aspects of care, staffing levels, supervision, complaints and in particular adult protection.

What the service does well:

The service is being well-managed service. It has the reputation of being reliable. Records show that 97% of visits are made on time. People using the service described the home care workers as "very good", "polite and respectful". Central office staff were described by service users, a relative, and staff as 'responsive' and 'very approachable'.

Professionals associated with the service confirm that the service gives value for money. The agency has been known to support their clients over and above what is required. This is an agency that receives few complaints.

There is a robust recruitment and selection process. The agency actively seeks to employ a multi-racial and cultural workforce that matches the needs of the service users. This means that they are often able to provide carers who speak the first language of service users.

The agency has a structured induction programme and ensures that the home care workers have achieved a basic level of competence. Training is given a high priority and is seen as an important element to maintaining a consistent level of care. People using the service were appreciative of the care being taken to allocate a main carer and a back up so that when their usual carer is away and a relief carer is familiar with the needs of the person.

The management team are looking to new ways to improve quality assurance by looking into an external accreditation system such as ISO 9000. The agency has a dedicated customer care group and an equality and diversity group. Both groups ensure that good practice is supported by robust policies and procedures.

What has improved since the last inspection?

Requirements and Recommendations made by the Commission at the last inspection have been acted upon. There is a consistent assessment and care planning process for people who are funding their care privately and for those funded by the local authority. People who are privately funded have a contract.

The service aims to be flexible and meet people's lifestyle preferences. Care plans contain more detail; risk assessments are more robust ensuring the safety of people who use the service as well as staff. The agency has nominated a health and safety officer, who is also responsible for ensuring that staff receive up-to-date health and safety training and updates.

There are good lines of communication and accountability. Staff are confident in safeguarding and have received appropriate training. There are monitoring systems in place to ensure a reliable and safe service.

What they could do better:

It has been recommended that the agency put the diverse language skills of the work force to further use by translating the service user guide and relevant policies and procedures into alternative languages.

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. The summary of this inspection report can be made available in other formats on request.

DETAILS OF INSPECTOR FINDINGS

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Protection (Standards 11-16)

Managers and Staff (Standards 17-21)

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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):

Standard 2, 4 & 6- Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

There is a clear and consistent referral and assessment process for all people using the service regardless of funding. People using the service can be assured that their needs will be met by a flexible and reliable service.

EVIDENCE:

Four people were case tracked, two of whom were visited at home. We looked at a range of records. We had discussions with the manager, care co-ordinators, support staff and relatives. During the home visits we were able to compare the care in the records to the care being given to person in their own home.

People who use the service said that it was flexible to their various needs. An example of this is the agency's approach to matching carers and clients who share common languages and cultures. This means that people using the service have access to interpreters or to translations of information for specific service packages. It was recommended that the agency take this further and have the service user guide as well as policies and procedures in alternative languages.

The practice of the agency is underpinned by relevant policies and procedures relating to equality and diversity. The service has an Equality and Diversity Group that reviews aspects of the service to make sure that people who use the service are respected for their cultural and diverse needs.

Care records and feedback from relatives showed that the service is reliable. There is a clear referral, assessment, and care planning and review process for all service users. An "electronic monitoring system" is in place to be able to measure the reliability of the service. Support staff send a message on arrival and departure from a client. An alarm is triggered in the system if the support worker is late. If the alarm is flagged up then the care co-ordinators can follow this up. People who use the service described it as being reliable. They said that they could expect the same home care support staff to turn up and if there are any changes or delays then the agency will inform them.

There is clear evidence from records and discussions with people who use the service that contracts have been issued to people who pay privately for their care.

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):

Standards 7, 8 & 10 - Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

People using the service can be assured that their individuals needs will be met by care staff with the appropriate training, skills and knowledge

EVIDENCE:

Four people were case tracked, two of whom were visited at home. The care records kept in the office were compared with the care records kept in the person's own home. We looked at a range of policies and procedures. We had discussions with the manager, care co-ordinators, support staff and relatives. During the home visits we were able to compare the care in the records to the care being given to person in their own home.

The service has a clear care planning and review process. On referral a care co-ordinator and allocated home care worker will visit the person at home. This initial meeting is for the person to explain their needs and wishes. Each person receives a folder with information about the service and relevant policies and procedures. Files seen both in the branch and in people's homes contained care plans, needs assessments and robust risk assessments. Assessments referred to people's home environment as well as risks associated with escorting the person outside in the community. Discussions with home care staff confirmed the process. All staff interviewed said that they were aware a person's needs before they made the first visit. One care record in a person's home did not contain a detailed assessment and care plan although this was available in the branch. However it was clear from observation of the interaction between the care worker and the service user, that the carer had a clear understanding of the person's needs and how to meet them.

People using the service and their relatives said that individual needs and wishes regarding privacy, dignity and autonomy are respected. Discussions with support workers showed that they knew the likes and dislikes, personal preferences and routines of the people they cared for. Relatives confirmed that where two carers are required, they turn up together so that there are no delays to the service. The home care workers were described as "kind", "considerate" and "respectful".

The service has a robust policy and procedure on medication. This is known to staff that are clear on their responsibility in respect of medication. Where appropriate the care plan documents what action, if any, needs to be taken in respect of medication. People who use the service are encouraged to retain control and responsibility for medication and health related activities.

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):

Standards 11, 12 & 14 - Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

The agency has robust and comprehensive procedures in place, which actively promote the safety and well being of people who use the service and for people who work within the service.

EVIDENCE:

We looked at policies and procedures relating to health and safety as well as safeguarding staff recruitment and training records. We talked to staff about

their understanding of what the term safeguarding meant to them as well as their recruitment process. We also spoke to people who use the service and their relatives about what action they would take if they have any misgivings about the service.

The agency has one person identified as having responsibility for overall health and safety. Staff confirmed that health and safety is covered in their induction and they receive regular updates particularly in respect of manual handling. Risk assessments were seen for both local authority and privately funded clients. The key home support workers demonstrated that they were aware of the risk assessments and the importance of reviewing them as needs change.

The service operates a thorough and robust recruitment and selection process, which is underpinned by equal opportunities practice. Staff and records confirmed that relevant checks are carried out and validated references obtained.

Discussions with staff confirmed they had attended and understood their training relating to safe guarding adults. They had a clear idea of what constituted abuse and what action they would take to report any untoward incidents or suspicions.

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):

Standards 17, 19 & 21 - Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

The agency provides a competent and well-trained work force that meets the needs of people who use the service.

EVIDENCE:

Seven staff personnel files were looked. These included three new starters and the four main carers allocated to the people being case tracked. Training records were also examined. The recruitment process, as well as support and supervision were discussed with home care workers and managers. People using the service as well as relatives were asked for their views.

All seven personnel files showed that the recruitment process is comprehensive and includes validation of references and all relevant pre-employment checks

in place. Gaps in employment are checked out. Staff described their recruitment as being thorough and robust. The application show that the agency advertises for applicants in a variety of places. One member of the staff team takes the lead on recruitment and makes sure that it is underpinned by equal opportunities. All applicants are selected for interview on the basis of their transferable skills, value base and flexibility. The applicants' age, gender and cultural background are not included as part of the selection process. However languages skills are considered very important in order to match clients and carers.

There is a structured induction process. Some applicants are invited to attend the induction process in order to determine if the role and responsibilities of a domiciliary care worker is really what they want to do. The agency works hard to retain staff and in doing so ensures that the service delivered will be stable and reliable. Training is regular and in keeping with the needs of the people who use the service. Staff competency is assessed through direct observation, spot checks and updates on training. Supervision and appraisals are being carried out. Staff confirmed that this is an opportunity to identify training needs, problem solve any issues and receive feedback on the standard of their work.

There is clear evidence that the management team provide effective leadership. Staff expressed satisfaction with their employment and confidence in their management. They described their managers as being "approachable", "easy to talk to", and "readily available".

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):

Standards 22 & 26 Quality in this outcome area is **good**.

This judgement has been made using available evidence including a visit to this service.

The service continues to develop their quality assurance systems and sees complaints as contributing to service development and improvement.

EVIDENCE:

We spoke to the management team, home care workers and people who use the service about the complaints' procedure. Complaints' records were looked at. Policies and procedures were inspected.

Staff said that the systems of communication and accountability are clear and effective. The agency has their own quality assurance systems in place but may be working towards an externally validated accreditation and the manager

is exploring ISO 9000. Monitoring systems are in place to ensure that the service is reliable and meets peoples' needs.

Feedback from people using the service is encouraged through surveys, reviews and complaints monitoring. People using the service said that they had found the management team to be receptive if they had any concerns. The agency has a dedicated customer service committee. All people using the service receives a copy of the complaints procedure in their care folder. There is a system in place, which makes sure that the agency responds to complainants within the allotted time span. Records and feedback from people using the service shows that agency is meeting the targets that they have set. Feedback from a professional confirmed that the service gets few complaints. It is a service that is known to be reliable with 97% of visits being on time.

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	3
5	X
6	3

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

Personal Care	
Standard No	Score
7	3
8	3
9	X
10	3

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	3
13	X
14	3
15	X
16	X

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 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.	DO1	It is recommended that the agency produce the service user guide in alternate formats. This should be extended to cover relevant policies and procedures including the complaints procedure

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