



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	HICA Homecare
Address:	Acorn Business Park Moss Road Grimbsy Humerside DN32 0LT

The quality rating for this domiciliary care agency is: three star excellent service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Rob Padwick	1 2 0 2 2 0 0 9

This is a report of an inspection where we looked at how well this agency is meeting the needs of people who use it. 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.

Copies of the National Minimum Standards – Domiciliary Care Agencies can be found at 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

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

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
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Internet address	www.csci.org.uk

Information about the agency

Name of agency:	HICA Homecare
Address:	Acorn Business Park Moss Road Grimsby Humerside DN32 0LT
Telephone number:	01472362022
Fax number:	01472362023
Email address:	manager.grimsby@hica-homecare.co.uk
Provider web address:	

Name of registered provider(s):	Humberside Independent Care Association Limited
Name of registered manager (if applicable)	
Mrs Suzanne Rimmer	
Conditions of registration:	
Date of last inspection	
Brief description of the agency	
The agency is owned by Humberside Independent Care Association (HICA) which is a not for profit organisation. The agency employs 93 care workers and meets the needs of 245 service users; it covers the area of North and North East Lincolnshire. The office is based in Grimsby and is easily accessible from the motorway and the city centre.	

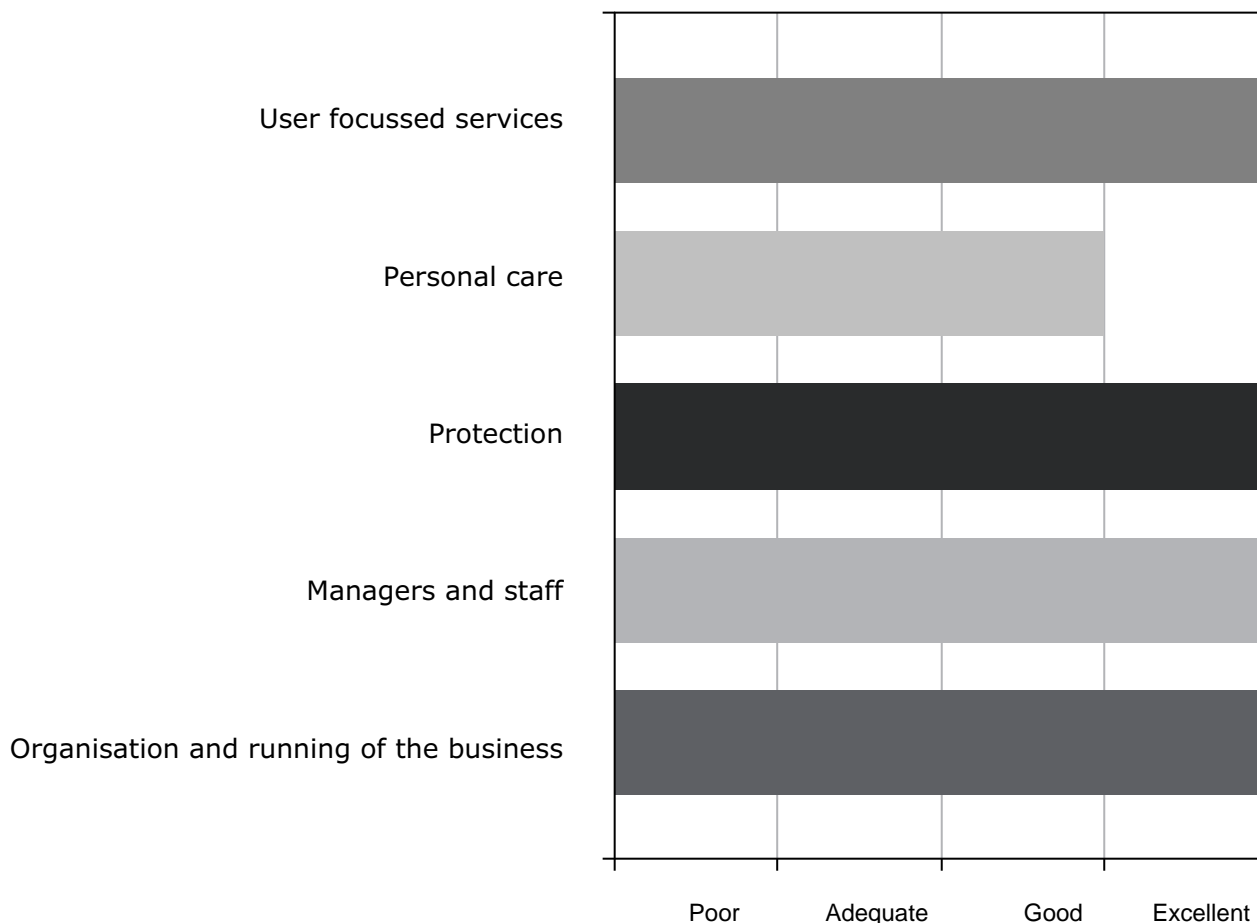
Summary

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

The quality rating for this agency is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The quality rating for this service is three Star. This means that the people who use this service experience Excellent quality outcomes.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this reports recommendations, but only when it is considered that people who use the service are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

This inspection report is based on information received by the Commission for Social

Care Inspection (CSCI) since the last key inspection of the service, which took place on 13th February 2007 together with information gained during a site visit to the offices of the agency.

As part of the inspection process we sent out an Annual Quality Assurance Assessment (AQAA) to the Service Provider, which is a self-assessment document, which the registered person completed well and returned to the Commission.

The site visit for this inspection took place on 12th February 2009 and lasted for 6 hours and as well as talking with the manager for the service, we spoke to staff employed by the agency and people who receive a service from it.

A wide selection of records and policies and procedures were checked in detail, including the files and care plans of people receiving a care service from the agency, and those of staff that been recruited since our last inspection visit. All of the key standards for the service were checked in addition to checks of the progress made in meeting requirements we made following our last site visit.

What the agency does well:

People using the service are appropriately assessed to ensure their individual needs and wishes can be met and a good standard of information is available to help them know what they can expect from the service. The individual needs and wishes people using the service are respected and the agencies policy on the handling of medication ensures their safety is protected. The health, welfare and safety of people using the service is taken seriously and staff are trained to ensure they can safeguard them from potential abuse. Good recruitment and selection procedures ensure people using the service are safeguarded from potential harm and staff are well trained and supervised to ensure the needs of people using the service are appropriately met. Good management systems ensure people using the agency experience a well run service and that their views are listened to and acted on when needed.

What has improved since the last inspection?

More specialist training has been developed to ensure staff have the right skills to work with people using the service and more staff have undertaken NVQ training. Mobile phones have been issued to staff to improve their safety and care staff are now directly observed by senior staff to ensure they can do their jobs. People using the service are consulted as part of the staff appraisal process and improved computer and information management systems have been implemented to support the smooth running of the business and ensure care staff visits take place at the times that have been agreed.

What they could do better:

Staff rotas should be sent out to people using the service to assist them to know who will be providing their support

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 set out on page 4.

The report of this inspection is available from our website www.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line –0870 240 7535.

Details of our findings

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Requirements and recommendations from this inspection

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

People using the service are appropriately assessed to ensure their individual needs and wishes can be met and a good standard of information is available to help them know what they can expect from the service.

Evidence:

People using the agency told us they were generally very satisfied with the service and that it was reliable and that care staff involved them in support arrangements to ensure individual needs and wishes could be met. Good quality information was available to help people know what to expect from the service, together with details about what to do if more help was needed. There was evidence the agency works well with other agencies to ensure the independence of people using the service can be

Evidence:

maximised and information had been developed about specialist 'Hot Spot' issues such as welfare benefits and fire safety, that is given to those referred to the service. People using the agency confirmed staff from the service had visited them to involve and agree the service before it was provided and case files belonging to them contained details about them that were obtained from the Local Authority. The case files belonging to people using the service contained additional good quality in-depth assessments about them that had been carried out by agency staff to ensure their individual needs and choices were promoted and that they were enabled to remain in control of their lives.

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 individual needs and wishes people using the service are respected and the agencies policy on handling medication ensures their safety is protected.

Evidence:

Case files belonging to people using the service contained support plans, detailing a range of health, personal care and risk issues which had been developed from their assessments of need. The support plans contained clear information on how support should be provided and there was evidence that these were being regularly reviewed to ensure they remained up to date. People using the agency confirmed care staff respected their wishes and choices and involved them in their support arrangements and there was evidence that these had been agreed wherever possible, before they had started to receive a service. Staff who we spoke to were very positive and knowledgeable and about their work and we saw evidence that training provided included modules on social care values and attitudes to ensure they adopted the right approach to their work.

The agency has very clear medication policies and procedure, which do not allow care

Evidence:

staff to dispense or administer medicine directly to people using the service. Care staff are however able to prompt people with this aspect of support, when medication is dispensed in Nomad or special blister packs. Following requests from the Commissioners of the service, the agency has reviewed its policies and worked with us over the past year to develop a safe policy for the administration of medication directly to people receiving a service. We were told it was hoped that this policy would be introduced in the near future. Care staff were very clear of their responsibilities in relation to supporting people with their medication and provided good examples of how they ensure people using the service are safeguarded in relation to this aspect of support.

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

The health, safety and welfare of people using the service are taken seriously and staff are trained about the protection of Vulnerable Adults to ensure they can safeguard them from potential abuse.

Evidence:

The provider takes its responsibilities seriously to ensure the health and safety of people using the service are promoted and comprehensive policies were available copies with copies of these included in the handbook that is issued to staff. The manager told us they had recently received a very positive report from the Health and Safety Executive and that following a visit by them, staff are now issued with special devices for testing the temperature of hot bathing water. New staff are provided with a thorough induction that covers aspects of Health and Safety, Hazard Awareness, Food Hygiene, Fire Safety, Lone Working, Risk Assessment and Health & Safety legislation, with questionnaires issued to test their competence. Staff are issued with appropriate equipment to ensure the health and safety of people using the service is promoted and in addition they they are supplied with identity badges, personal alarms and mobile phones to ensure their personal safety. A 24 hour on call system and electronic monitoring system is in operation, which requires care workers to ring in and out after

Evidence:

each call, that enables the service to know if a member of staff has failed to arrive at the home of an individual who is using the service.

Case files belonging to people using the service contained a range of assessments that detailed manual handling arrangements and management of safety and security issues whilst encouraging people using the service to retain control and independence.

The service has policies and procedure to ensure people using the service are safeguarded from potential harm. There was evidence new staff receive training on this as part of their induction and that follow up refresher sessions about this is provided every two years. The service had appropriately informed us of safeguarding issues which had been referred to the Local Authority to investigate since our last visit to the service. The manager told us this had resulted in a staff member being dismissed and that official action had been taken to ensure they could no longer work with vulnerable people in the future.

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

The agency has good recruitment and selection procedures to ensure people using the service are safeguarded from potential harm and staff are well trained and supervised to ensure the needs of people using the service are appropriately met.

Evidence:

The service users operates thorough recruitment and selection procedures to ensure people using the service are safeguarded from potential harm. Staff files we inspected contained evidence of this being appropriately followed with all of the required checks being carried out. We were told delays with the Criminal Records Bureau sometimes mean new staff start working with a people using the service with only a preliminary Protection of Vulnerable Adults (Pova First) check having been obtained, but we saw evidence such staff are closely supervised and that regular weekly checks are made by office staff to ensure they are doing their jobs well.

The service has a well developed staff development programme to ensure staff have the skills needed to do their work. People using the agency told us they felt safe with the staff and that they were confident in their skills. Staff who we spoke to were keen and knowledgeable about their work and computer records and their files contained evidence of mandatory and training on a range of specialist conditions, together with supervision and yearly appraisals to enable career development. The service has a

Evidence:

dedicated staff trainer who is supported by the training department of the parent company and we saw evidence of a thorough five day induction process, including two days of shadowing senior care staff in their work. The manager told us people using the service are consulted about the quality of the service and contribute to staff appraisals and people who we spoke to confirmed they received visits from office staff to ensure customer satisfaction and that they are happy with the service.

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

Good management systems are in place to ensure people using the agency experience a well run service and that their views are listened to and acted on when needed

Evidence:

Surveys returned from people using the agency indicated it was generally reliable and one person who we spoke to told us it was 'fantastic'. The views of Social Services staff in the quality assurance records stated 'In general the service appears to be of good quality with the staff being professional and courteous in carrying out their duties'. The service had recently been relocated to a new site and we saw evidence the premises were fit for their purpose and provided appropriate access and confidential meeting space, together with training room availability for staff. There was evidence of strong administrative and management systems to support the smooth running of the business and the manager had a sound understanding and commitment to developing the service. The Self-assessment for the service gave us good quality information about the agency and demonstrated a good understanding of the need to further improve. Records keeping systems were well maintained so that information could be quickly and accurately obtained. There was evidence of regular audits of various aspects of the service to ensure it was possible to monitor how well it was meeting its aims and objectives.

Evidence:

A complaints policy is in place to enable people using the service to voice their concerns and a copy of this is contained in the service users guide issued to them when they first start to use the agency. People using the service confirmed they knew how to make a complaint and there was evidence of a positive approach to learn from these. A Customer Service manager follows up issues, which are firstly investigated by the manager for the service, and a record of these is maintained. Following concerns made recently about a number of late calls, we saw evidence of action to develop better liaison with people commissioning the service, in order to ensure clearer information is provided about when a call is needed and that a Community Support Team of additional staff was in the process of being developed to enable improved continuity of service provision. People using the service confirmed staff were courteous and respected their wishes, although one person expressed a desire for more consistency of staff availability. Whilst we saw evidence of action taken about this with letters sent out to advise of staff holidays and requests for staff rotas to be provided, a recommendation is made about this.

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
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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
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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
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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
1	26	The Registered Person should ensure staff rotas are sent out to people using the service to assure them of who will be providing their support

Helpline:

Telephone: 0845 015 0120 or 0191 233 3323

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Web: www.csci.org.uk

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