

Key inspection report

Domiciliary care agencies

Name:	Vive UK Limited
Address:	70 Mabgate Leeds Yorkshire LS9 7DZ

The quality rating for this domiciliary care agency is: two star good service

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

Lead inspector:	Date:
Frederick Rawlins	1 4 1 2 2 0 0 9

This is a review of quality of outcomes that people experience in this agency. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the agency:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the agency

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Provider web address:	

Name of registered provider(s):	Vive UK Limited
Name of registered manager (if applicable)	
Miss Lucy Towers	
Conditions of registration:	
Date of last inspection	<input type="text"/>
Brief description of the agency	
<p>Vive UK Social Care is based on the outskirts of Leeds City Centre. The agency was registered with the CQC (Care Quality Commission) in June 2009.</p> <p>The agency provides support workers, care assistants and outreach workers to residential homes, nursing homes and to people in their own homes.</p> <p>The agency specialities in learning disabilities, brain/head injuries and physical disabilities.</p> <p>The staff providing care receives training and supervision in order for them to fulfil their roles.</p> <p>The agency is open during normal office hours and there is on call system for out of office hours. This information is detailed in the service users guide, which is made available to people who use the service.</p> <p>The current cost of the service range from 11.00 pounds to 16.00 pounds per hour.</p>	

Summary

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

The quality rating for this agency is:

two star good service

Our judgement for each outcome:



How we did our inspection:

One inspector between 9-30am and 1-30pm carried out this unannounced inspection.

The purpose of the inspection was to make sure the agency was providing a good standard of care for the people who use the service.

The methods used at this inspection, included time spent looking at records held in the agency's office and talking with the registered manager.

The inspector also spoke on the telephone with people who use the service and their carers. Questionnaire type surveys were sent to a number of people who use the service and staff. This information has also been used in the preparation of this report.

In addition to this, information gained from a pre-inspection questionnaire and the agency's service history records were also used.

Feedback was given to the manager at the end of the visit.

What the agency does well:

Information about the service is of a very good standard and all prospective users of the service are fully consulted about the type of support they need. A person who uses the service said, "There is plenty of information".

The service offers a reliable, flexible and consistent service to carers and people who use the service. People who use the service said that staff always treat them well. Comments such as "They do everything they are supposed to do", "The agency staff are very caring and well mannered", "They respect our home" and "They provide good care for my husband".

The care provided meets people needs well. Comments received from people who use the service were very positive. They included, "I have no complaints, they are very reliable, I am very happy with the support I get".

The manager has a good overview of the service to make sure the agency runs well and that people who use the service receive a high standard of service. Comments from people who use the service included, "We are very happy and satisfied with the service".

The agency has a supervision policy which states that all carers/support workers will be reviewed every 12 weeks and 2 of these reviews per year will be based on site (people's premises, with permission). These reviews will ensure that staff are following out correct policies and procedures, identify training needs and offer feedback, good and constructive.

What has improved since the last inspection?

This is the first inspection of this service.

What they could do better:

The manager should ensure that everyone has a care plan completed by Vive UK Ltd. This would make sure care needs are not over looked.

The manager should ensure all staff read and sign the agency policies on health & safety and the handling of people's money.

The manager should ensure she records when staff training has taken place even if they have not yet received the certificates.

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 on page 4.

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

Details of our findings

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

Services are centred on the needs, wishes and views of those who use them. People who use the service have access to clear and detailed information about the services provided by the agency and can be assured that their needs will be met.

Evidence:

The Service User Guide is comprehensive and easy to understand. The agency's manager carries out a full assessment of a person's needs before setting up a service. This involves the person using the service and their relatives or carers. Copies of these assessments were seen on peoples' files. People who use the service said the manager visited them before their service began. As part of this assessment process, they consider any other service providers, such as district nurses who may be involved and make sure they communicate with them. Once it is felt that a service can be offered,

Evidence:

the manager makes an introductory visit with the support worker who will be allocated to work with that person.

If a person's needs change, there are good systems in place for staff to report these changes to the manager. On the day of the visit, the manager was following up on someone's changed needs. She was due to re-assess their needs with the person's family and had contacted other professionals involved.

Referrals to the service are made through care management and social services. The manager makes sure she obtains a care management assessment and care plan from each person's social worker or care manager as the basis for the agency's assessment. Discussion with people who use the service, and from feedback received from surveys, it is clear that the service they receive is reliable and meets their needs. All confirmed they had enough information about the agency and knew who to speak to or contact regarding any problems, concerns or changes to their service. They all said they received enough notice of any changes to their service and that it was rare that changes were made without good reason, such as the worker being on holiday or sick. One person who uses the service said, "I have no complaints, they are very reliable, I am very happy with the support I get".

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 health and personal care which people using the service receive is based on their individual needs. The principles of respect, dignity and privacy are put into practice.

Evidence:

Care plans and risk management plans have been developed from the assessments of the people who use the service. They are, in the main, clear and give good direction for staff on care and support needs. Some of the information is person centred and describes exactly how people want things doing, such as how he want to be dressed. However the manager should ensure that everyone has a care plan completed by Vive UK Ltd.

People who use the service and their carers or relatives confirmed they had been involved in the drawing up of the care plans. Carers or people who use the service also sign the plans.

Care plans are reviewed on an annual basis. The manager said that reviews are carried out if there are any changes with a person using the service to make sure the care plans reflect current needs.

Evidence:

Staff are made aware of the importance of respecting privacy, dignity and confidentiality in their job descriptions and codes of conduct, as well as through the agency's policies and procedures and their training.

People who use the service said that staff always treat them well. Comments such as "I have received respect, kindness and care", "They do everything they are supposed to do", "They respect our home" and "They provide good care for my husband".

The agency has a detailed medication policy which is made known to staff during their induction but also on an on-going basis as needs arise. Medication forms are in place but have not yet been used as the agency do not give any current people any medication.

The manager said staff will be medication trained whether it is part of their role or not.

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

People who use the service are safe, secure and feel confident that their welfare and safety needs are always promoted.

Evidence:

Comprehensive health and safety policies are in place. These are regularly reviewed by the manager, in line with good practice and any changes in legislation. Staff are provided with training around health and safety. This includes moving and handling and infection control. The manager should ensure all staff read and sign the policies on health & safety and handling of money on behalf of people.

The staff handbook gives an overview of all policies and procedures. Staff are issued with photograph identity cards which they show when on visits to people who use the service.

The manager is on call 24 hours per day. There is an adult protection policy and staff receive training on adult protection as part of their induction.

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

People who use the service are supported and cared for by a trained and competent team of staff. They are also protected by the agency's recruitment procedures.

Evidence:

Recruitment records showed that all the necessary checks are obtained for staff prior to their employment.

There is an induction programme which staff undertake before starting work. The manager said they are currently reviewing the induction and training structure in order to make it more robust and consistent to requirements. She also agreed she need to record when training has happened even if they have not yet received the certificates.

All staff have supervision every 12 weeks and two of these per year are done 'out in the field'. The manager said supervision is a two way process and involves asking the member of staff for their feedback as well as giving the agency's feedback from the quality assurance audits.

People who use the service spoke highly of the staff. Comments included, "My husband is very pleased with..... he is very good natured and polite".

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

The agency is well run and run in the best interests of the people who use the service.

Evidence:

The agency is based on the first floor of a building alongside other community businesses. The office is equipped with computers, which have Internet access, a telephone system a fax machine and copying facilities.

A qualified, competent and experienced manager manages the service. It is clear that the manager has a good knowledge of the people who use the service and their needs. The manager said she feels it is important to go out personally to see people in order to keep up to date on their current needs and to maintain relationships. Comments from people who use the service included, "We are very happy and satisfied with the service" and "It is a good and caring service".

Every six months the manager sends a satisfaction survey out to people who use the service. The manager gathers this information and analyses it, looking at where improvements to service can be made.

It was clear from discussion with the manager that she has good knowledge on recruitment and training and is well aware of policy and procedure.

Evidence:

People who use the service said they would contact the office and speak to the manager if they had any complaints. The complaints procedure is made available in the information they receive prior to the service starting.

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

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

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

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	7	The manager should ensure that everyone has a care plan completed by Vive UK Ltd. This would make sure care needs are not over looked.
2	13	The manager should ensure all staff read and sign the agency policies on health & safety and the handling of people's money.
3	19	The manager need to record when training has happened even if they have not yet received the certificates.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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