

# Key inspection report

## Domiciliary care agencies

<b>Name:</b>	Brothers of Charity Services
<b>Address:</b>	1/3 King Street Leyland Lancashire PR25 2LE

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

<b>Lead inspector:</b>	<b>Date:</b>
Christopher Bond	2   9   1   0   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](http://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](http://www.tso.co.uk/bookshop)

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- 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

Name of agency:	Brothers of Charity Services
Address:	1/3 King Street Leyland Lancashire PR25 2LE
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Email address:	info@brothersofcharity.org.uk
Provider web address:	

Name of registered provider(s):	Brothers Of Charity Services							
Conditions of registration:								
Date of last inspection								
Brief description of the agency	<p>Brothers of Charity Domiciliary Care Services provide domiciliary care and support to adults with learning disabilities in the towns of Preston, Leyland, Chorley and the surrounding areas. There are over 50 houses and flats and the service is divided into four geographical areas, each with a separate management team. The service is a charitable trust. Most of the support provided is known as 'supported living' and generally 3 to 5 people have their own tenancies with support being provided, helping to promote independence, community presence and social inclusion. The support provided can range from a 24 hour service with night support to a few hours each week to help with daily living needs. Personal care is provided within some of the houses. The organisation also provides supported employment initiatives for the people who use the service. These include a small cafe, a print shop, a bakery and an arts and crafts workshop. Many of the people who use the service have employment, or use local colleges and amenities. The staff that provide the care and support are well trained and skilled in working with vulnerable adults.</p> <p>Information about this service is available through a Service User Guide, brochures and pamphlets provided by Brothers of Charity services, or through the organisations web site. All of these outline the support and services that are provided by this organisation.</p> <p>Weekly fees for this service are from GBP 1310 per week. Charges vary according to the level of assessed support needed for each individual who uses the service. There are extra charges for providing support on holiday.</p>							

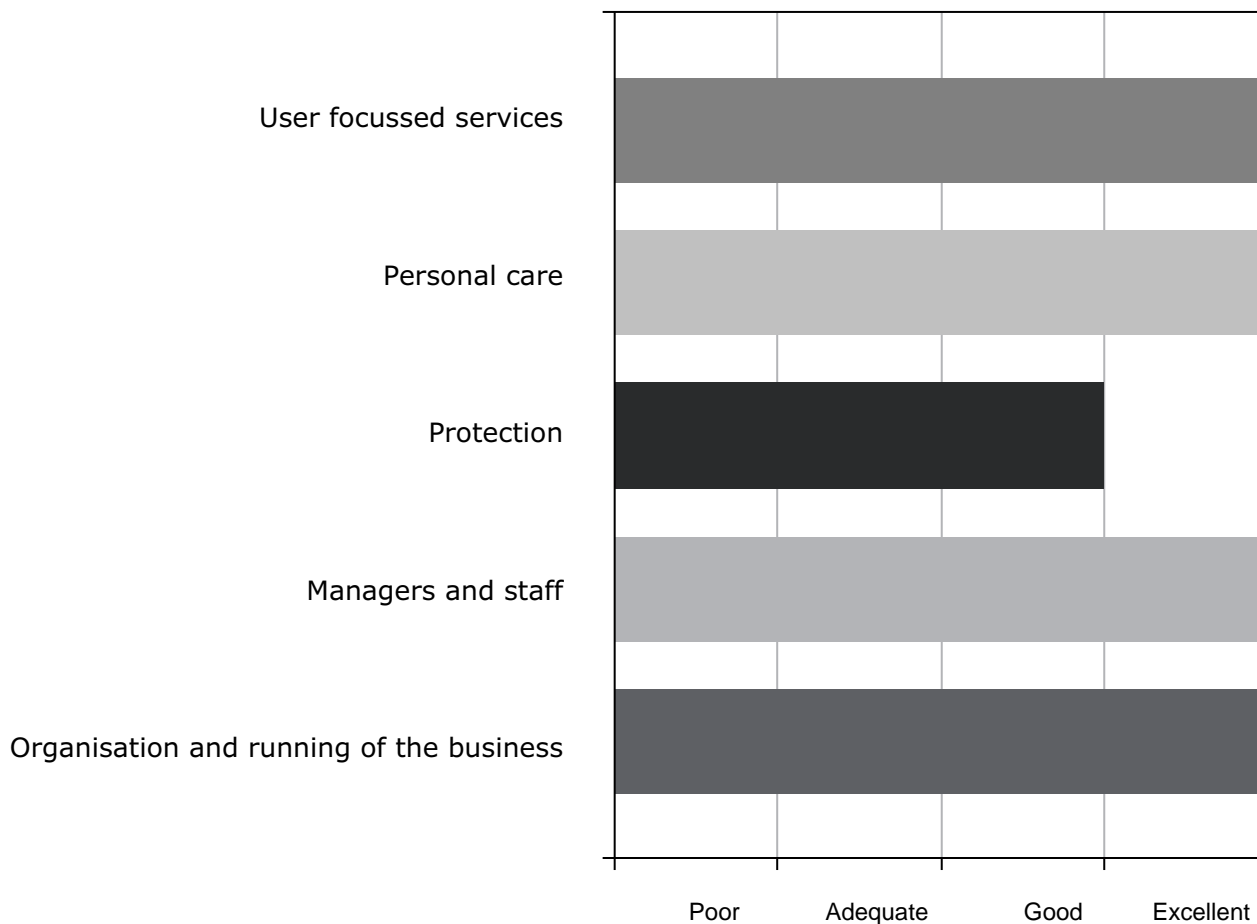
## Summary

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:

As part of our inspection process we visited this service on the 29th October 2009. The visit lasted approximately eight hours and we looked at five of the supported tenancies.

We spoke to eight people who used this service. We also spoke to a number of support workers, area managers, the head of Supported Living and the Regional Director for Brothers of Charity Services. The registered manager for this service wasn't available when we visited.

We saw how peoples' care was planned and delivered, how safe they were, and how their records were kept. We also looked at the recruitment procedures and how the service was managed.

Surveys were sent out to some of the people who used this service and the results of

these have been included in this report. Some of the staff members were also able to return surveys about their views of the service and how they saw that the agency cared for people.

As part of our inspection process the registered manager completed an annual quality assurance assessment. This informs us of important information about the services that are offered and also gives us numerical information about the nature of the organisation. We have used some of this information in this report.

## What the agency does well:

Brothers of Charity Services provide an excellent supported living service for adults who have a learning disability. Everyone who lived within this service had a care plan that held important information about care needs and guided the support workers in their daily work. We saw evidence that each person who used this service had their care and support reviewed. Formal reviews took place every six and twelve months and important changes were made to the care plans following these, Review meetings were highly individual, with the person being enabled to invite the people that were important to them, and could help them to achieve set goals and aspirations.

The people who used this service were encouraged to grow, and develop competencies. It was good to see that the service was achieving its aims by encouraging people to move on from highly supportive environments to a more individual service where they could utilise their self help skills. Day services were also provided by the organisation; people were able to choose their preferred daily activity and employment support workers were employed to help some find paid work. The organisation also ran a small cafe, a print shop, a bakery, and an arts and crafts workshop.

Health issues were handled well and people were safeguarded from harm through good recruitment processes, training and staff guidance. The people who used this service were encouraged to express their individual views through regular house meetings and a robust complaints procedure. Some of the support workers that we met were skilled in understanding individual communication methods for those who could not voice their opinion.

We saw that the service was staffed well, according to the assessed needs of the people who lived within the service. Guidance and management support was good. Overall training for the support workers was good, and the organisation had its own training facility. There was a good management structure and good staff support.

Overall, this was a service that provided excellent outcomes for the people that it supported.

## What has improved since the last inspection?

There have been several training events for the support workers to improve their competencies and skills. The people who used this service were able to become involved in the recruitment process and help choose support workers that had the correct values and skills.

Some people have moved on from a group living environment to individual apartments. We were able to see this in operation. Two gentlemen were spoken to who had their own individual tenancies and had been able to furnish and decorate their own flats. Another person was about to move to a house that she was to share with a chosen group of friends.

Care plans had become more individual and 'person centred' and the emphasis had moved to providing a more personal service that recognised when someone needed to move on and develop competencies and skills in other areas.

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**What they could do better:**

This was an excellent service where all of the National Minimum Standards had been achieved.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto: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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Careful and comprehensive admission procedures help to ensure that this agency can meet peoples needs properly. Current and potential service users have the information they need to make an informed choice about whether or not the service is able to meet their specific needs.

Evidence:

Brothers of Charity services in Lancashire had a plenty of good information about what services they provided for adults who have a learning disability. There were colour pamphlets about the service and a customer services charter entitled 'Our Promise to You' that was also available in large print and audio versions. The organisation also had a new web site that told prospective residents and their advocates about the organisation and the services that were provided in the residential and day-services

## Evidence:

sector. Overall information about this service was very good and a clear effort had been made to help ensure that most people could access the information on offer. This helped people to come to a decision about whether or not the service provided could meet their specific needs and requirements. The information available was reviewed regularly to help ensure that only current information was given to prospective customers.

We saw that people had their needs and aspirations assessed properly before going to live within the service. Local authorities provided information about a prospective resident and the organisation made a decision as to whether they could meet assessed need. A small group of people lived in each house and it was important that correct decisions were made about compatibility; current residents were asked to draw up a profile of the person they would like to live with, should there be a vacancy. There had been few unsuccessful placements, which demonstrated that the selection procedure and assessment of need was good within the service.

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

The people who use this service are respected and treated as individuals, which helps to ensure a good quality of life. An Individual Plan is developed with the service users, which ensures that their wishes, goals and aspirations are well planned and constantly reviewed to support positive outcomes.

Evidence:

Everyone who lived within this service had a person centred plan. Each plan was used as a daily working tool by the support workers to ensure that the service users were supported properly and appropriately. The plans set out in detail the actions that needed to be taken by care staff to ensure that all aspects of the health, personal and social care needs of the service user were met. Each plan was in a specific format, which was suited to the needs of individual service users, which made the plans more individual and understandable. This is important because it enables people to be more involved in what is written about them and to be more in control of what happens to them. A certain amount of uniformity was necessary within each plan so that staff from other areas of the service could access information quickly and be familiar with where care instructions were held.

## Evidence:

We saw evidence that each person who used this service had their care and support reviewed. Formal reviews took place every six and twelve months and important changes were made to the care plans following these, Review meetings were highly individual, with the person being enabled to invite the people that were important to them, and could help them to achieve set goals and aspirations. We saw photographs of some peoples review meetings. Visual aids were used and communication methods that were appropriate for the person. The meetings were organised by the person themselves with the aid of their key worker.

Other changes to care and support, that took place between formal reviews were recorded on the care plan to help ensure that the information held was current, accessible and up to date. We looked at fourteen care plans in total from people who lived in five different houses and flats. Support workers were helped to work with the care plans through training, and support from senior carers, who worked in each house.

Eight people who used this service, from five different houses and flats, were spoken to during the inspection. There was clearly a very good, supportive relationship between the care staff and the residents of the houses. Most of the people who used this service were confident and keen to talk about their lives and experiences. There were some positive things said about the support staff. One service user commented, "I love living here, my room is great." Another person told us that they were very pleased with the level of care and support that they received, describing the support workers as "like friends".

We sent out surveys to people who used Brothers of Charity Services and the comments that we received back were very positive about their support. One person wrote: 'They help me to go out, to see my family, to move so that I can live with my friends, and they help me with my job.' Another person told us, 'They support me when I need to be helped'.

It was good to see that people were enabled to move house, should they wish to, to be with friends, or simply because they had outgrown their current accommodation. The agency currently had a house that was being renovated in order that a group of friends could share the accommodation. Other people had moved to individual flats to be more self sufficient. There were many good examples seen of people being treated with respect and dignity. People were being spoken to with consideration. The service users were given time to respond and were confident in voicing their opinions and feelings. The support workers who were spoken to were fully aware of good practice and how people should be treated.

## Evidence:

Those who used this service were also enabled to maintain their choice in daytime and evening activity. Activities were varied. Some people had jobs or went to college. It was good to see that a lot of service users were participating in valued, integrated activities both during the day and in the evening. Staff also helped the service users to participate in hobbies, interests and pastimes of their choice in the local community. The organisation had several areas of daytime activity that were used by those who lived within Brothers of Charity services and others who placed there by the local authority. These resources included a cafe, a small bakery, an arts and crafts centre, a print shop and a gardening service.

Some of the service users were taking prescribed medication and were assisted to do this by the support workers. The medication was recorded and administered properly. Many of the support workers had been trained in administering medication properly. This is important because it means that the service users are safer. Storage for medication in all of the homes we visited was secure and safe. The records that we looked at were completed properly and all of the medication records that we looked at had photographs of the person who was to receive the medication.

Clear health records were available within the care plans. Visits to the doctors and contact with health professionals was recorded in detail. There were also records to show that the people who used this service visited opticians, dentists and other health services.

## 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.

Good training and procedures helped the support workers to safeguard people from any risk or harm.

Evidence:

We looked at the training records for this agency. It was clear that the support workers were being instructed in safe working practices, such as how to move people properly and safely, first aid, health and safety, food hygiene and infection control. There was also training in using wheelchairs and hoists properly and safely. Daily records were available to show that the provision of personal care was delivered properly. There was special equipment in some houses to help ensure that the people who used this service were being assisted to move safely and professionally.

Risk assessments were available within people's plans to ensure that any dangers were properly looked at to minimise risk to both staff and the people who use the service. The organisation had a Health and Safety officer who helped to ensure that there was enough information around regarding working safely. A level of risk is acceptable to help ensure that people develop their competencies and skills in life; risk assessments help to ensure that positive risk is examined and recorded.

## Evidence:

We also saw that there had been training for the support workers in helping to ensure that people were safeguarded from harm. Procedures were available from the local authority to guide the managers and care staff in reporting incidents and guiding them through the decision making process. Our records have shown that the organisation fulfills its responsibilities by letting us know when safeguarding issues have been referred to the local authority.

There were good financial systems in place to help ensure that support workers and managers regularly checked the service users' money in each of the houses. These accounts were also audited on a regular basis by the organisation. There was also good practice regarding access to bank accounts. Service users' were being protected from financial abuse.

It was clear that there was a good knowledge of the the Mental Capacity Act within the management team and training on this subject, along with deprivation of liberty safeguards, was planned. This would help to ensure that the people who used the service were enabled to make important decisions that would affect their lives, or, if they were seen as unable to do this, decisions would be made in their best interest by designated professionals and family members/ advocates.

The organisation frequently used the local advocacy service, which helped to promote an independent voice for adults with a learning disability so that their views and wishes can be heard and rights protected.

## 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 support workers had the necessary training and skills to provide a quality service for the people who used the service.

Evidence:

We looked at a number of support staff files; these showed that recruitment was being carried out correctly and that information on each support worker was up to date and accurate. Nationally recognised security checks were carried out before employment and proper references were asked for. This helped to ensure that service users were protected from unsuitable staff through a robust recruitment process.

There was also evidence to show that the people who used this service were involved in the recruitment process for new support workers. This helped to give them more control regarding recruiting specific staff that had the correct skills and interests to support individuals. The care staff files also told us that new support workers went through an induction process and that their suitability was looked at under a probationary process.

The training programme for the service was excellent and most of the support workers received regular instruction in work related issues. There was a clear consensus from the support workers that we spoke to that the service enabled them to have the correct skills to do the job successfully. One staff member told us: "The training is

Evidence:

very good, there are regular training events that we can attend." Most of the support workers had a recognised qualification in care (National Vocational Qualification in Care, level 2 or 3). Some staff had achieved level 4 of this qualification.

Four of the support staff were able to return surveys to us about their views and experiences when working for Brothers of Charity Services. All said that they had been through an induction process that included things they needed to know when they started work. All said that they were given training which helped them to understand and meet individual needs. There was also a consensus that training was available regarding health care and medication.

Care staff were supported individually on a regular basis. This type of support is important because individual aspects of work performance can be assessed and recorded. This helps the carers to develop in their role and provide a better service. There was a good support network for the staff, meaning that a manager could be contacted at all times for advice and support. This is important when staff are working without direct support in isolated areas.

## 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.

This service was well managed and resources were well planned. This was a service which worked with the best interest of its users at heart, ensuring that peoples' lives developed in a positive and consistent way.

Evidence:

This was a large supported living scheme which was divided into four geographical areas in central Lancashire. There were 55 houses and flats in total and each house has a team of support workers that mainly worked with the same group of people. Each house usually had four or five tenants. Most of the people who used this service lived in ordinary houses that were shared tenancies. A number of new initiatives had been developed, including apartments for people who wished to move on to a more individual service.

There were senior support workers in each house and each of the four areas had a Supported Living Manager. The four areas were overseen by the registered manager for the service; there was also a Head of Supporting Living Services and an overall Regional Director.

This organisation had a good procedure for enabling the people to voice their concerns, to complain about the service they received, or to pass on a compliment or positive comment. This consisted of a red or green card system that could be

## Evidence:

delivered to the Director of Services. The organisation also had a good, illustrated complaints and concerns procedure entitled 'Tell Someone', which gave instructions and highlighted the correct procedure. It was clear that the majority of concerns could be dealt with at house meetings, which took place monthly.

We visited a cross section of five houses and flats. Care plans were held within each house, along with other individual information. All of the records that were seen were well kept, and up to date. All records were stored confidentially. This helped to safeguard the best interests of the service users. The support workers that we spoke to told us that they received instruction regarding keeping information confidential as part of their induction process.

All of the support workers that we spoke to had a good value base and had the best interest of the people who used the service at heart. This was developed through recruiting the right type of person and providing a good induction and training process. The head of Supported Living Services told us that the turnover of staff was low, considering the amount of staff that were employed within this service. We talked to people who had been employed within the service for a number of years and the general feeling was that the organisation was a good employer that had the well-being of the people who used this service as central to their philosophy.

The staffing of the houses within the service was good and dedicated groups of support workers were based in each house to help ensure that continuity was maintained and care planning was consistent. The staff in each house had a set of policies and procedures to work to that guided them to work in a proper way. These showed the support workers how to work within the guidelines set down by Brothers of Charity services. The support available for the staff was excellent, considering the remote nature of their working environment. Area managers told us that they visited each house on a regular basis; an on-call system was in operation on a 24 hour basis to ensure that advice and support was available at all times.

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

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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