



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	Cherish UK Limited
Address:	Metro House 14-17 Metropolitan Business Park Preston New Road Blackpool FY3 9LT

The quality rating for this domiciliary care agency is: two star good 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:
Wesley Cornwell	1 3 0 5 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

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- 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

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Information about the agency

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Provider web address:	

Name of registered provider(s):	Cherish UK Limited
Conditions of registration:	

Date of last inspection								
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Brief description of the agency

Cherish UK is a privately owned domiciliary agency situated on the Metropolitan Business Park just off Preston New Road in Blackpool. The agency was established in August 2005 and provides personal care to people in their own homes who require support in order to remain independent. The agency covers a wide range of dependency needs including adults and children, people with a learning disability, people with mental health problems and younger adults with a physical disability. The premises are under a leasehold title and are situated on the first floor of the building, and cannot be easily accessed by people with a physical disability. The agency has a Statement of Purpose and Service User Guide providing information about the services provided, the qualifications and experience of the owners and staff. A copy of the Service User Guide is issued by a member of the management team to people being supported with up to date information about the agency setting out the aims, objectives, philosophy of care and parameters of the service provided, including terms and conditions. The agencies fees range from five pounds and two pence for half an hour personal care support to fifty pounds for staff providing support overnight. The Manager provided this information on the 13th May 2009.

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:

This unannounced visit was undertaken as part of the agency's key inspection. The visit commenced at 9.00am and took place over 6 hours. Prior to the visit the manager of the agency completed an Annual Quality Assurance Assessment form (AQAA) providing detailed information about the service they are providing. The AQAA is a self assessment and data set, which providers are asked to complete each year and is one of the main ways that we obtain information about how they are meeting outcomes for people they support. A number of people being supported by the agency and staff members were contacted prior to the visit and their views about the agency have been included in the report. In addition we spoke to four people receiving a service from the agency and three staff members. Staff and care records were also examined.

The last inspection on this service was completed on 22nd May 2007.

What the agency does well:

We looked at the assessment information being obtained by the agency for the people they support and found these clearly identified the care needs, wishes and personal preferences for each person being supported. Risk assessment information was thorough with potential risks identified and the action staff should take to minimise risk documented. Staff members we spoke to confirmed they are always provided with up to date information about the people they are sent to support. People being supported by the agency told us they had been introduced to their carer before their visits from the agency commenced. One person said, "They matched me up with an appropriate carer who recognises my needs and whose company I enjoy".

Staff employed by the agency told us they had been given training which is relevant to their role and helped them to understand and meet the needs of the people they are sent to support. People being supported by the agency told us they were happy with the service being provided and their carers were polite and kind. One person said, "My carers are excellent. They treat me with respect and I get on really well with them".

The agency is providing a flexible, reliable and consistent personal care service, which is meeting the needs of the people they support. People spoken to said their care workers arrive on time, never miss a visit and stay for the correct amount of time. One person said, "The staff who support me are a really nice group of staff. They are all brilliant with me. Very polite and respectful. I get on very well with all my carers. They always turn up on time and have never let me down. I always have the same group of carers which I like."

The relatives of two people told us their privacy was respected by the care workers and they never found their visits intrusive. One person said, "The staff who visit our son are always very polite and friendly whenever they visit him. We trust them completely whenever he is in their care".

What has improved since the last inspection?

No requirements or recommendations were made of this agency during their last inspection. However, the manager continues to monitor and review the service being provided to ensure the people they support receive a reliable and consistent service.

What they could do better:

There has been no requirements or recommendations made of the agency during this inspection. The manager and her staff continue to provide a service, which people are happy with and feedback throughout the inspection process was positive about the agency and the staff who work for them. However, the manager of the agency understands there is always room for improvement and they must continue to work hard to ensure the standards presently being provided continue to be met. During completion of the Annual Quality Assurance Assessment form the manager has identified some areas where she thinks the service being provided can be improved. These include ensuring all their staff have been trained in medication awareness within the first four weeks of employment and for this training to be reviewed on an annual basis. They also recognise that their office is presently located on the first floor within a building that does not have a lift. They say they would like to be accessible to all the

people they support and hope in the future to relocate to more suitable premises.

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.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.

The assessment procedures of the agency were clear to ensure the care needs of people are met.

Evidence:

We looked at the records of two people receiving a service from the agency and found they had full assessment information including their religious/cultural and relationship needs in place. The people we spoke to said they had been involved in the assessment process and they were happy with the service being provided by the agency. Staff members spoken to confirmed they always have access to information about the needs of the people they are supporting and introductory visits are made whenever possible before they commence their visits. The relative of one person said, "We received a

Evidence:

visit from a manager of the agency before the service commenced. They discussed our sons needs with us and the service they could provide. They were very professional and very friendly and made us feel at ease. They provided us with a brochure with contact details of the agency should we have a problem. We have been very happy with the service they provided and our son gets on very well with his carer".

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.

Staff have the skills necessary to ensure people are treated with respect and their privacy is upheld.

Evidence:

Individual records are kept for each person with a plan of care setting out the action that needed to be taken to ensure all aspects of health, personal and social care needs of the people they support are met. Significant events had been recorded and daily entries made setting out the care and support being provided. People receiving a service from the agency confirmed they had copies of the care plan and were fully aware entries were made on the care plan by staff following each visit. The staff members we spoke to confirmed they always had up to date information about the people they are asked to support.

Discussion with staff members confirmed they had a good understanding of the needs of the people they visit and they felt they were providing a service in a sensitive and dignified way. People receiving a service from the agency told us their privacy was respected and they didn't find the staff visits intrusive. One person said, " I really like

Evidence:

my carers. They are very friendly towards me and always helpful. They treat me with respect and dignity and when we go out we do what I want. The service they provide is very good and I have nothing to complain about".

Discussion with people and observation of care plans confirmed the agency are promoting equality by treating people as individuals and ensuring they are receiving the appropriate level of support to enable them to live at home. People being supported said the staff from the agency were polite, kind, caring and supportive and had the skills and competence to meet their needs.

Policies and procedures were available to guide staff to assist people with their medication. Documentation seen confirmed these were being followed.

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.

The staff training and risk assessment strategies in place ensure the health, safety and welfare of people receiving a service from the agency is promoted.

Evidence:

Discussion with the manager and observation of personnel files confirmed staff employed by the agency had received training on safe working practices including moving and handling. Staff members spoken to said health and safety had been addressed during their induction training to ensure the safety and welfare of the people they visit is promoted.

Risk assessments had been completed to identify the potential risk of accidents and harm to the agency's staff and the people they support. Guidance was being given to ensure steps had been taken to minimise any risk of harm. The assessments had been completed with the people being supported and these were being kept under review to ensure the information was up to date and relevant.

The agency has a procedure in place for dealing with allegations of abuse. The staff members spoken to had received training in the protection of vulnerable adults and

Evidence:

showed a good understanding of the procedures to be followed in the event of any allegations or suspicion of abuse or neglect. Staff members spoken to said they wouldn't hesitate to report any concerns they had about care practices to ensure the people they are supporting are protected from potential harm or abuse. At the time of this visit the Care Quality Commission had not received any safeguarding referrals about staff working for the agency.

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.

Recruitment procedures are robust and staff have been well trained to ensure they have the competencies to meet the needs of the people they support.

Evidence:

Examination of staff records confirmed the agency has thorough and robust systems in place for recruiting staff members ensuring the protection of people they support. Discussion with staff members confirmed they had also been issued with the agency's staff handbook setting out the agency's policies and procedures to support good practice.

Discussion with staff and examination of records confirmed training has been provided to ensure they had a clear understanding of the specific needs of the people they support. The relative of one person being supported by the agency said, "They always treat our son with great care and fondness when they visit. He really likes his carer and always looks forward to him coming. We have complete trust and faith in all staff who support our son. They have all the skills necessary to be undertaking the work they are doing".

Records show 52% of staff have achieved National Vocational Qualifications (NVQ) and 36% are presently working towards these. The staff members we spoke to confirmed

Evidence:

they had received mandatory training covering health and safety issues including moving and handling and infection control. One staff member said, "I have had access to quite a lot of training since joining the agency which has been relevant and helpful to the work I am doing".

Staff members spoken to said they felt well supported by their manager. One staff member said, "Good support always available particularly out of hours. The office staff are all excellent and always welcoming when you pop into the office. We get regular supervision which I find really helpful. Provides you with an opportunity to discuss your workload and any problems being experienced".

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 managed resulting in a consistent and reliable service for people using it.

Evidence:

We spoke to a number of people being supported by the agency and they told us they were receiving a reliable, professional service which is providing good value for money. People told us their carers arrived on time, never missed visits and stayed for the correct amount of time. The relative of one person told us the manager and her office staff are excellent at what they do and always deal with problems quickly and efficiently. The person said, "They always respond to your calls no matter how busy they are. Very flexible with the service. They have re-arranged my brothers visits to accommodate doctor and dentist appointments without any fuss on more than one occasion. I am happy with the service and have no complaints".

The people we spoke to told us they received a visit from a representative of the agency before their visits commenced and their needs were discussed and the service to be provided agreed. They all said they had a care plan in place and information about the agency should they need to contact them.

The agency has a detailed complaints procedure which is made available to people

Evidence:

they are supporting. We spoke to people who use the service and they told us they knew how to make a complaint and felt these would be listened to and acted upon. One person said, "I have complained to the agency and found this was dealt with quickly and resolved to my satisfaction" At the time of this visit no complaints had been referred to the Care Quality Commission.

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
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Helpline:

Telephone: 03000 616161 or

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Web: www.cqc.org.uk

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