

## Annual service review

Name of Service: Request Nursing Services Ltd

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

The rating was made on: 1 6 1 2 2 0 0 8

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 review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service? No

You should read the last key inspection report for this service to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

Name of inspector:

Date of this annual service review:

Ian Craig

1 7 0 3 2 0 1 0

## Information about the service

Address of service:

2 Penmark House  
Albert Road  
Aldershot  
Hampshire  
GU11 1SZ

Telephone number:

01252320007

Fax number:

01252320003

Email address:

Provider web address:

Name of registered provider(s):

Request Services Ltd

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?  No

If yes, what have they been:

Date of last key inspection:

1 6 1 2 2 0 0 8

Date of last annual service review (if applicable):

Brief description of the service

Request Services is located in central Aldershot. The office is on the ground floor, and there is limited car parking opposite the premises. The agency provides domiciliary personal care to people in their own homes or staff for residential care within Aldershot, Farnham, Farnborough, Fleet, Ash, Guildford, Godalming, Cranleigh and Elstead area and surrounding villages. At the time of this report the agency provided services to approximately one hundred service users in their own homes. Service users have needs associated with old age, dementia, other forms of illness and learning disability. Within this number a small group of service users are children. Referrals can be made privately or through social services. Care packages are also purchased by local health trusts.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review. This included the annual quality assurance assessment, AQAA, that was sent to us by the service. The AQAA is a self assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest in the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The service sent us their annual quality assurance assessment (AQQA) when we asked for it. It was clear and gave us all the information we asked for.

We looked at the information in the AQAA and it is our judgement that the service is still providing an excellent service and that they know what improvements they need to make.

The AQAA states that the service has developed its staff training programme and that additional trained nurses as well as administrative staff have been employed.

We sent surveys to service users and staff asking for their views on the agency. These were returned by 14 staff and 14 service users.

12 of the 14 service users who returned a survey say that they have a copy of their care plan. One person says that he/she doesn't. Service users say that the agency provides the care that they need. Agency staff are said to stay for the agreed length of time and do what service users ask them to. Staff respect service users privacy and dignity. Comments made by service users include the following: 'The staff are very good and helpful to me.' 'The staff do an excellent job and are extremely helpful and polite.' 'The carers are always on time.'

12 of the 14 people who returned a survey say that they know what to do if they have a complaint. Staff say that they know what to do if they have any concerns. The AQAA states that 2 complaints have been made to the agency in the last 12 months and that action was taken to address any issues.

Each of the 14 staff who returned a survey say that they are given information about service users' needs such as a care plan.

Staff report that they receive an induction, which prepared them for the job. Staff also confirm that they receive relevant training in health care and that they have the right experience and knowledge to meet service users' needs. Staff say that they are supported in their work. A staff member commented, 'The agency keeps us updated on any changes to care needs and ensures we are fully trained for each individual service user, including working in their own homes.'

103 of the 167 permanent staff are trained to National Vocational Qualification level 2 or above.

**What are we going to do as a result of this annual service review?**

We are not going to change our inspection plan, and will do a key inspection by 15/12/2011.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

## Reader Information

Document Purpose:	Annual service review
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Further copies from:	0870 240 7535 (national contact centre)

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Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Domiciliary care agencies

**Name:** Request Nursing Services Ltd

**Address:** 2 Penmark House  
Albert Road  
Aldershot  
Hampshire  
GU11 1SZ

**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:**

Damian Griffiths

**Date:**

1 6 1 2 2 0 0 8

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](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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- Improve services and stamp out bad practice
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## Reader Information

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Internet address	<a href="http://www.csci.org.uk">www.csci.org.uk</a>



## Information about the agency

Name of agency: Request Nursing Services Ltd  
Address: Albert Road  
2 Penmark House  
Aldershot  
Hampshire  
GU11 1SZ  
Telephone number: 01252320007  
Fax number: 01252320003  
Email address:  
Provider web address:

Name of registered provider(s): Request Services Ltd

Conditions of registration:

Date of last inspection

Brief description of the agency

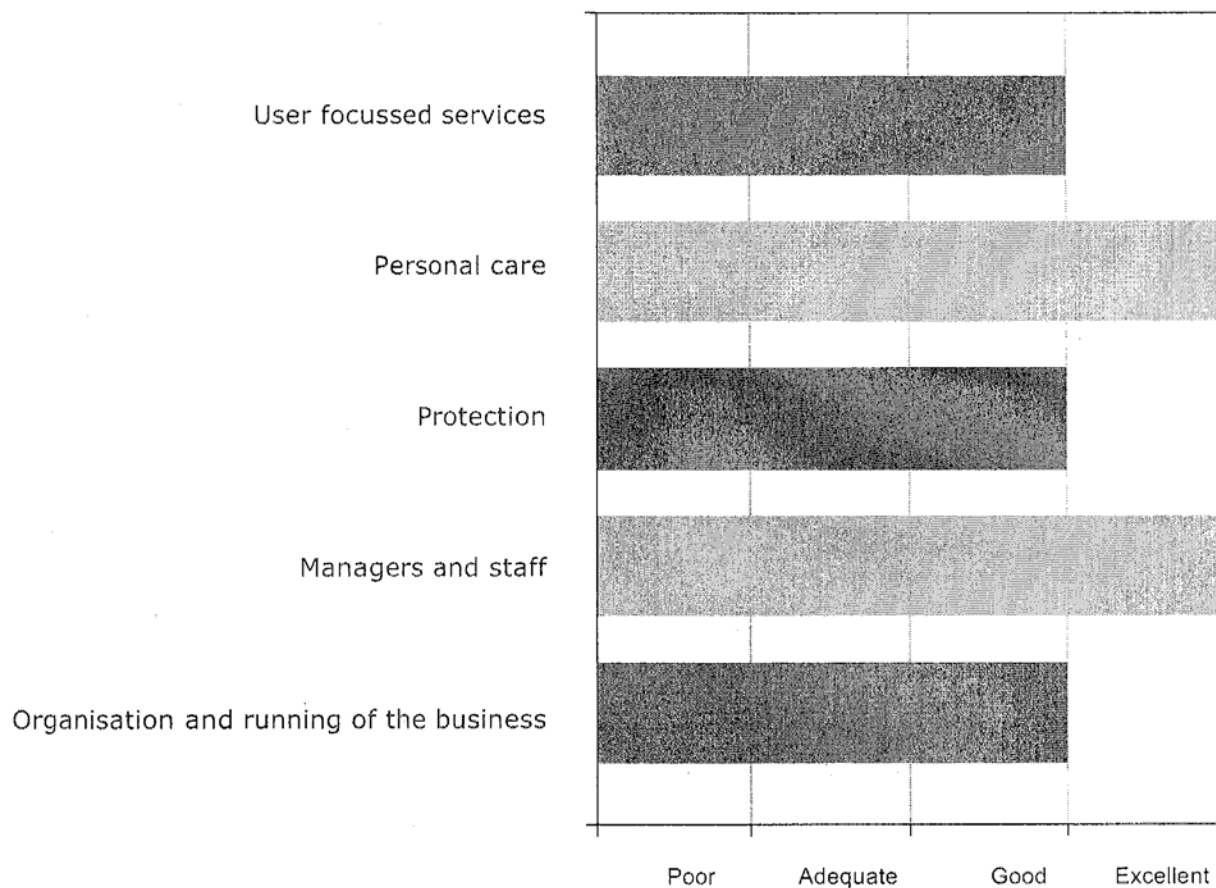
Request Services is located in central Aldershot. The office is on the ground floor, and there is limited car parking opposite the premises. The agency provides domiciliary personal care to people in their own homes or in residential care within Aldershot, Farnham, Farnborough, Fleet, Ash, Guildford, Godalming, Cranleigh and Elstead area and surrounding villages. At the time of the inspection the agency provided services to approximately one hundred service users in their own homes. Service users had needs associated with old age, dementia, other forms of illness and learning disability. Within this number a small group of service users were children. Referrals can be made privately or come through social services.

## 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 inspection of Request Nursing Services Limited took six hours beginning at 9.45 a.m. and ending at 3.30 p.m. Mr. Damian Griffiths Regulation Inspector completed the visit. The agency's Registered Manager Mrs Stephanie Walters assisted the Inspector throughout the inspection and represented the agency. This key inspection report takes into account information from the Annual Quality Assurance Assessment (AQAA) provided by the registered manager, samples from a number of service users and staff personnel files, staff comments and CSCI telephone surveys from three service users and two service users relatives/main carers.

The inspector would like to thank the manager and staff at Request Nursing Services Limited for their assistance and hospitality.

A full range hourly rates was available upon request; for example, basic hourly rate; thirteen pounds and ninety pence per hour and a special palliative care rate of twenty pounds and forty-seven pence per hour.

### **What the agency does well:**

All new service users received a comprehensive care need assessments from qualified agency staff prior to receiving a service to make sure their care needs could be met. A Service User Guide containing useful and essential information about the care agency was provided. Information was available in the guide relating to; service users rights, care staff qualifications and fees.

Care plans reflected the service users care needs and identified from the comprehensive care need assessment that informed the agency and confirmed service users wishes about how they wished to receive to be supported in their home.

Care was taken to make sure that any risk identified was reduced and care had been taken to ensure that medication administrative procedures were appropriately recorded and to ensure the well-being and safety of the service user.

The agency's recruitment procedures were robust ensuring that only the most suitable care staff were employed.

All care staff had received a wide range of training that equipped them with the knowledge and experience to meet the care needs of their service users in the local community.

Agency care staff worked alongside service users, their relatives and with health and social care practitioners to ensure service users could live as independently as possible in their own homes.

### **What has improved since the last inspection?**

There were no requirements or good practice recommendations made in the previous key inspection report. The agency continues to provide a quality service.

### **What they could do better:**

There were no requirements necessary following the inspection of this domiciliary care agency.

One good practice recommendation was made relating to its complaints procedures.

It was recommended that the agency provide details of timescales for complaints in its service user guide.

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](http://www.csci.org.uk). You can get printed copies from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by telephoning our order line -0870 240 7535.

## Details of our findings

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Outstanding statutory requirements

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

New service users to the agency received a comprehensive assessment of their care needs and details of the agency prior to receiving the service.

Evidence:

Request Nursing Services Limited is the trading name for this domiciliary care agency. The agency also has a nursing care section that was inspected earlier this year.

The agency's AQAA stated; 'at their (potential service users) initial assessment our representative will introduce the service user to our agency'. Seven service users, comprehensive care needs assessments were inspected to establish whether new

Evidence:

service users to the agency had received an assessment prior to the agency entering their homes to assist. The comprehensive assessments sampled, in some cases, had been commissioned by the local adult social care team (social services) but the care agency had also conducted their own assessment. All assessments had been completed, by the agency, prior to the agency working with the service users. The areas of assessment included all major areas of care need relating to the service users physical disability, health care and mobility including any potential risks. There was also evidence available to indicate that a Service User Guide had been included. This contained useful information about the agency including details fees, contact numbers and the complaints policy.

Service users and their relatives/main carers consulted in the CSCI telephone survey had been introduced to the agency through the local authority that had commissioned the service. All service users confirmed that they had received a care plan and a Service User's Guide.



## 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.

Service users received care plans that detailed what care support they needed to remain independent within their own homes, this included help with their daily medication needs that had been regularly recorded to ensure their continued well-being was maintained.

Evidence:

The comprehensive care need assessments, as discussed in the previous section, had been agreed by the service user and the care agency to make sure that all the care needs identified were recorded accurately and provide support as required. For example, the daily care routine recorded in the care plan may require the agency worker; to give the service user their medication, help them to get out of bed, shower, dress, brush hair and make a cup of tea. The care plans inspected were copies of those kept in the home and indicated consistent and accurate recording. They were easy to read and contained all the main areas of care requiring support. This confirmed the home's AQAA statements in the section titled; What We Do Well; 'regular reviews and

Evidence:

updating of service users needs and care plans and medical charts'. The three service users completing the CSCI telephone survey confirmed that they had all received the care plan and that care staff listened to what they had to say, were flexible and respected their privacy and dignity, for example; A service user had requested more time to enable her to have a bath. The local authority had arranged a review and the agency had ensured that the same carer was able to extend his/her time with the service user to ensure that the continuity and quality of care was provided. One out of the three service users consulted in the CSCI survey confirmed that her/his care plan was in need of a review. The manager of the agency was informed and agreed to contact the service user to arrange a review meeting.

The service user guide contained details of the agency's medication policy to ensure that all service users understood how the agency would support them in this area. A selection of care plans showing how service users were supported with their medication was provided by the agency. The previous months 'Medical Administration Records' (MAR) were provided and showed evidence of how the service user's prescribed medication needs had been recorded. The MAR also detailed how often the service user took their prescribed medication and contained the initials of the care worker administering it. A specimen of the care workers signature and initials was also in place with the MAR. Changes to service users medication, for example, if the service users no longer required a particular medication, had also been recorded. The majority of service users completing the CSCI survey did not require support in this area.

## 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 Health and Safety of service users and care staff was respected and risk assessments had been assessed and recorded in the relevant areas. The agency followed safeguarding procedures designed to protect service users in their home

Evidence:

The agency's office was well maintained clean and well organised. Details of the 'Management of Health and Safety at Work' guidelines and evidence of safe practice was in evidence. The comprehensive care need assessments of service users included assessment of potential hazards within the home environment . The agency had also implemented similar health and safety risk assessments within the office. The agency's staff were observed working safely with a variety of computer and IT equipment as needed by the individual staff member, such as, adjustable seating and in some cases wireless keyboards. The agency's health and safety practices had been inspected and endorsed by the Environmental Health Department visiting earlier in the year. Evidence of electrical checks of office equipment, recording of fire drills was available for inspection and there was also appropriate kitchen and bathroom facilities available for visitors and staff.

Evidence:

The agency operates from rented premises, therefore, reliant on landlord intervention for major repairs the manager advised that there were no outstanding maintenance concerns.

As stated in the previous section of this report, complete risk assessments of service users care needs within the home environment had been recorded, including the risk to service user and care staff of pets in the household and the possibility of allergies. Safe manual handling assessments were in place relating to all aspects of personal care and if an electric hoist was required the agency's policy was to provide two care workers for this task. Attention to personal care support requirements such as, the risk of choking, stoma care hygiene and skincare were evident in the service users care plans. Risk assessments were included where administration of medication was required and instruction to use sterile gloves to reduce infection and respect hygiene could be found amongst the agency's procedures.

There was evidence in place showing how the care agency had responded to safeguarding issues relating to service users and care staff. The home had co-operated fully with the appropriate authorities and had instigated its own investigation procedures. Care staff suspected of any misconduct would be immediately suspended prior to investigation. Care staff had received training relating to safeguarding procedures and the comprehensive care need assessment provided detailed information about potential risks to the service user and care staff.

The home's AQAA stated in the section titled; How We Have Improved in the Last 12 months; 'we have developed a more proactive approach with our long-term service users visiting on a weekly basis to ensure that they are happy with the service and dealing with any issues that might arise. Regular communication with a care staff to deal with any issues they might have. Renewing CRB checks annually'.

Relatives of the service users consulted in the CSCI telephone survey confirmed that they had been involved with the care planning process and were regularly consulted about any change of circumstances.

## 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.

Service users benefited from receiving their care support from care staff that had been subject to robust recruitment procedures, training and supervisory practices that ensured the quality of the care they received.

Evidence:

The personnel files of seven new care staff members was inspected to confirm that robust recruitment procedures had been used to select the most appropriate staff to support service users in their own homes. All the files contained the appropriate documentation including; notifications from the Criminal Records Bureau (CRB) and has stated in the previous section, the home's AQAA confirmed that all care staff received an annual CRB check. Other documentation included references, complete employment histories, identification papers, up-to-date car insurance details and other personal information confirming the suitability of each employee. All documentation was in place and the information was clearly presented and easily located due to the consistent way the files had been organised.

The home employed a qualified nurse trainer who was able to transfer her knowledge to care staff by direct teaching. She had recently introduced a new training program to assist care staff working with service users with complex needs. Described as 'WASP';

## Evidence:

Witnessed, Assimilate, Sensitive and Proficient presented care staff with a competency procedure designed to increase knowledge, expertise and therefore promote confidence. The areas for assessment and training included; professional accountability, communication management, nutrition and hydration, administration and dispensing of medicines, manual handling and maintaining a safe environment and self-directed learning. Care staff practice would be observed, in the service users home, to assess whether care support worker was working in a sensitive way and had good knowledge of the service users complex care needs.

Care staff consulted on the day of inspection were happy in their work and confirmed that the training received related to the needs of the service users in their care.

Training programs showed evidence of future events and at the time of the inspection care staff were receiving a training relating to palliative care. Other training events such as moving in handling, dementia care, policies and basic care, first aid, food hygiene, epilepsy, death dying and bereavement were among the many different training modules that care staff had received over the past three months. Details of care staff qualifications were in evidence and the home's AQAA stated that; '96 out of the 153 care staff employed by the agency had attained level 2, or above, National Vocational Qualifications (NVQ) and 68 were working towards their level 2 NVQ'.

Care staff received a variety of regular supervision to ensure the quality of their work, health and welfare were regularly addressed. As mentioned in the new WASP program, care staff expected unannounced inspections by their managers and supervisors at the service users home to observe the quality of their care support. Care staff regularly met with their supervisor at least twice a year for face-to-face supervision and would be in regular contact when in need of information. Care staff were observed attending the office throughout the day. Minutes of previous staff meetings were in evidence and minutes of the last meeting held in November 2008 concerned; communication, use of mobile phones, new additions to uniforms and the Christmas period.

The two relatives completing the CSCI telephone survey confirmed that the agency work in positive ways to ensure the service users safety. Care workers always told her about her parents physical condition and if there were any concerns relating to such things as; skincare.

## 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.

Service users benefited from receiving a consistent well-managed and planned service. Service users and their relatives were confident that their complaints would be listened to and taken seriously.

Evidence:

The office was situated close to the main high street area making it convenient accessible service users and care personnel. The manager advised that the agency's premises may be subject to development at a later date and the agency may be required to move but at present there were no plans to develop the building in which the office was situated. There was plenty of space in the building, the office was housed on two floors with kitchen and toilet facilities and rooms for confidential meetings and training events. Care staff were observed attending training events, being interviewed and calling in to discuss service users and general work-related topics. Care staff consulted felt at ease with the way the agency was run and the way they were supported. As stated in the previous section a full range of office equipment was available to care staff including an efficient telephone system, computers, copiers, faxes and secure filing for confidential information.

The agency's AQAA had recorded that it had received 2 complaints in the last 12



## Evidence:

months from a service user and a healthcare practitioner. As stated in the previous section the Service User Guide contain full details of how to make complaint including the agency's contact numbers and it encouraged service users to discuss any complaints or concerns they may have however the timescale of 28 days was not shown. As stated in the previous section at the AQAA confirmed the home's commitment to ensure consistent quality of care by ensuring that regular contact with new and existing service users was made. The complaint folder contained details of the two complaints and also a selection of compliments from satisfied service users and their relatives confirming that the agency had provided consistent quality of care. CSCI had not received any complaints in the last 12 months. The agency was also able to show that it had involved the service users in regular Quality Assurance (QA) audits to ensure complaints were kept to a minimum. A service users relative and main carer whose family had been receiving care support from the agency for some years confirmed that the senior/manager had been to review the care plan and discuss general quality issues.

Service users made positive comments about the service received and their relatives confirmed that they knew how to make complaint. One of the service users was not happy with her current care plan and requested a review. Comments received from the service users and their relatives were as follows; 'Jolly good job', 'brilliant and delightful care workers'. Another positive comment from a relative confirmed the agency; 'Do everything well' and went on to say; that the night-time carers had been with the family for many years confirming continuity of care. 'Very good, only have to ring up, they fall over backwards to help'.

It is recommended that the agency provide details of timescales for complaints in its service user guide.

A comment received from a new service user in the agency's own quality audit stated; 'I'm very happy with Request'.

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	It is recommended that the agency provide details of timescales for complaints in its service user guide.

**Helpline:**

**Telephone:** 0845 015 0120 or 0191 233 3323

**Textphone:** 0845 015 2255 or 0191 233 3588

**Email:** [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk)

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

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