

Care Quality Commission

Annual service review

Name of Service: Care By Us Limited

The quality rating for this service is: 2 star good service

The rating was made on: 0 2 0 9 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: 0 1 0 9 2 0 1 0

Name of inspector: **Date of this annual service review:**

Claire Farrier 0 7 0 9 2 0 0 9

Information about the service

Address of service:	8 Millars Three, Southmill Road, Bishops Stortford, Herts, CM23 3DH
Telephone number:	01279 755875
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Email address:	colin.horne@carebyus.com
Provider web address:	www.carebyus.com

Name of registered provider(s):	Care By Us Ltd
Name of registered manager (if applicable):	Alison Horne
Conditions of registration:	
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:	0	2	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service:
Care By Us Ltd operates within and beyond Hertfordshire and offers domiciliary care services including personal care and associated domestic services to both private clients and those referred by local authority social services. The agency provides both hourly and live-in care and currently gives a service to about one hundred and fifty people. At the time of the last key inspection fees for care and support provided by Care by Us ranged from £10.42 for 3/4hr weekdays to £900 per week live in care depending on the level of support provided.
The agency's office is located on the first floor of a business complex in Bishops Stortford.

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.

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.
- Information we have about how the service has managed any complaints.
- What the service has told us about anything that has happened in the service, these are called notifications and are a legal requirement.
- The previous key inspection.

What has this told us about the service?

The agency sent us their annual quality assurance assessment (AQAA) when we asked for it. The service used this to provide information about what they do well and supported this with evidence to show that they do it well. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they know what further improvements they need to make.

The service has demonstrated a commitment to on-going development by identifying areas that could be further improved. The AQAA asks services to outline '... plans for improvement in the next 12 months'. The service has described some specific areas for improvement, for example under Organisation and Running of the Business, to get the quality assurance system running properly. The agency has recruited a Customer Care Manager specifically to develop the quality assurance system, and the AQAA stated that they believe that they are better structured to deliver the full implementation of their QA system this year. The Customer Care Manager will also develop a Call Monitoring system to ensure that care is provided at the agreed times. There are plans to introduce a Rapid Response team to meet emergency care requests.

The agency takes the duty of safeguarding their clients seriously, and in the last 12 months they have developed a specialised SOVA (Safeguarding of Vulnerable Adults) module as a part of the induction training. They have also have moved most of the necessary handling of clients' money functions (shopping, taxis, hairdressers etc) from the service setting to the office, so that carers have less contact with client money.

The service reports that in the twelve months prior to 18th June 2009, 12 complaints were received from people who use the service and their relatives, of which 11 were upheld, and actions were taken as a result. Whilst the detail of these will be inspected at the next key inspection, this supports the approach described at the last key inspection where comments we received from people using the service included "I never had a problem that didn't get sorted", "They keep me fully informed should any problem arise and are always available for a discussion and, if relevant, a compromise" and "We have not had any concerns". The agency informed us of one complaint that they received, and they are currently investigating a complaint from the relative of a service user that the Commission referred to them.

The agency works well with us and have shown us that their service continues to

provide good outcomes for the people who use it.

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

We can inspect Care By Us at any time if we have concerns about the care, welfare or safety of people who use the service. There is currently nothing to indicate that an inspection is required in the immediate future. We are not going to change our inspection plan, and will do a key inspection by 1st September 2010, unless information is received that suggests an earlier one is necessary.

As with all care services, information will continue to be gathered over the intervening period. Care By Us' performance will be subject to a process of continual assessment and evaluation in the light of any information received, with appropriate regulatory action being taken as indicated.

Reader Information

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