



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	New Linc Ltd DCA
Address:	335A High Street Slough Berkshire SL1 1TX

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:
Julie Willis	2 4 0 2 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

The Commission for Social Care Inspection aims to:

- 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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Internet address	www.cqc.org.uk

Information about the agency

Name of agency:	New Linc Ltd DCA
Address:	335A High Street Slough Berkshire SL1 1TX
Telephone number:	01753535921
Fax number:	01753524719
Email address:	
Provider web address:	

Name of registered provider(s):	New Linc Ltd								
Conditions of registration:									
Date of last inspection									
Brief description of the agency	New Linc is a domiciliary care agency that has offices in the centre of Slough. It supplies care assistants and support workers to people in their own homes. Its value base is to respect peoples right to privacy, dignity, confidentiality, rights and choice. The cost of the service varies between 4.95 for a 15 minute call to 39.95 an hour for a service during bank holidays.								

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 inspection took place on a weekday morning and afternoon. It was the first inspection of the agency since it opened for business in July 2008. It was a thorough look at how well the service is doing. It took into account detailed information provided by the services manager and any information that CSCI has received about the service since it opened for business.

Prior to the visit survey and comment cards were sent to the agency for distribution. Any replies were used to help form judgments about the service. Consideration has also been given to other information provided to the Commission.

The inspector visited the offices, examined records and met staff employed in the

agency's offices.

From the evidence seen by the inspector and comments received the inspector considers that the service has a good awareness and understanding of equality and diversity issues and would be able to provide positive outcomes to users in the areas of race, ethnicity, age, gender, sexuality, disability and belief.

The inspector gave feedback about her findings to the agency management at the end of inspection. There were no legal requirements made as a result of this inspection.

The CSCI has received no information about complaints about the service since it opened for business.

What the agency does well:

The agency provides sufficient information to enable people to decide if the agency is the right one for them. It is clear about the type of services it can offer and these are set out plainly in its written information.

Services at this agency are centered on the needs, wishes and views of its users. The service is led by professional and experienced nurses who promote the values and philosophy of the service.

The recruitment practices at this agency are robust. Staff are properly screened to ensure they have the right attitude and attributes to work with users. Staff are fully inducted, trained and skilled to provide an effective service to users.

Policies and procedures protect service users from harm. Effective health & safety policies and procedures are in place to ensure that users are kept safe.

Services are provided flexibly to reflect the changing needs of users. Written records are well documented and provide staff with the information they need to provide the right care. Any hazards to users or staff are fully risk assessed and managed.

What has improved since the last inspection?

Not applicable this is a new service.

What they could do better:

There were no legal requirements or recommendations arising from this inspection.

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 -03000 616161.

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.

All potential users of the service are comprehensively assessed prior to receiving a service. Staff are provided with sufficient information to provide high quality care tailored to meet the needs of the individual.

Evidence:

There is a range of information for people using the service which has been produced in easy to read plain English. The Statement of Purpose and Service User Guides give an overview of the services on offer, the philosophy and values of the agency, key contract terms and conditions and details of the complaint procedure.

From examination of care records and discussion with staff and management it is

Evidence:

evident that upon receipt of a referral a full assessment of need is carried out by senior management in the persons own home, which identifies how the user wishes to be cared for. Individual choices are promoted where possible and the agency takes into account peoples preference for the time of visit. The agency keeps in mind the cultural, religious and diversity needs of the user and tailors the care package to meet the users specific need. The tool used for the purposes of assessment is highly detailed and comprehensive. All hazards to users and to staff are fully assessed and guidelines are put in place to reduce the risk identified. The information gathered at the first visit forms the basis of the care plan.

It is evident from the records that the agency is able to provide a flexible and responsive service to its users. Staff arrive within the time band specified and work for the full amount of time allocated. Care workers are only changed for legitimate reasons including sickness and holidays. The agency recognises the need to provide users with continuity of care and is keen to provide the same workers to its users wherever possible. Service users and their relatives are consulted in advance and involved in the decision about any changes in care worker.

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.

Care plans are comprehensive and detailed and provide users with the opportunity to say how they wish to be cared for. Service users are provided with tailor made service which supports their right to privacy, dignity, choice and independence.

Evidence:

Care records were examined. The content of the care plan was highly detailed and specific to the individual. It gave details of specific health issues that staff needed to be aware of. The care plan is reviewed at frequent intervals and kept up-to-date. From time to time senior management will undertake a monitoring visit. This may involve the management undertaking the care and working in a 'hands-on' way. Management said that it helps to identify any changing needs or shortfall in service. It is intended that in future all care packages will be formally reviewed at least twice a year and that it may be necessary to involve Social Services when the needs of the user have changed over time.

All risks to users had been fully assessed to identify the specific needs and hazards associated with the individuals lifestyle and its effect on service delivery. The risk

Evidence:

assessments are designed to protect both service users and staff and therefore guidelines to reduce risk are individualised and person specific. When necessary two workers are allocated if the service user needs hoisting.

The agency has a robust policy on the administration of medication. The agency will only support users with medication if it is kept in a monitored dosage system such as dosset box or blister pack. This reduces the likelihood of drug error and ensures that medication is administered safely. Accurate records are kept in the home of support provided.

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 & safety of users and staff are of prime importance to the agency. All hazards are risk assessed and managed. Systems are in place to protect service users from abuse and exploitation and staff have received relevant training is safeguarding.

Evidence:

The agency has a comprehensive health & safety policy which meets the requirements of current legislation and promotes and protects the health & safety of both staff and service users. It identifies who is responsible for health & safety matters and implements safe systems of work. Policies and procedures relating to health & safety are included in the staff handbook and full training is given on induction.

There was evidence in the care files that risk assessments are undertaken on all hazards associated with service delivery. Care plans contain manual handling assessments and safe systems of work. Staff are provided with personal protective equipment including gloves and aprons to reduce the likelihood of cross infection. They are required to carry a mobile phone for use in emergency's. The agency has invested in CM2000 which monitors workers progress on their rounds and notifies the agency if they have failed to arrive.

Evidence:

Examination of staff training records evidenced that all new staff are required to undertake a formal induction in the agency's office. The Marketing & Quality Director is a trained trainer in first aid, health & safety, manual handling and POVA and cascades this training to all staff. This learning is later consolidated when the staff member undertakes National Vocational Qualifications in which it is key. Staff also undertake 'Third Force e-learning' which refreshes their knowledge and is fully assessed and certificated.

Security of users homes is highly important to the agency. Key holding by staff is discouraged and users are required to have a key safe fitted for security. Staff are mindful of the need to ensure the safety and security of users at all times and to feedback problems to the agency as they arise.

Although the agency is not providing a shopping service at present, any users requiring this type of service will be safeguarded by the agencies policies and procedures on cash handling. Where the user requires a shopping service or pension collection receipt books and cash account records will be used to ensure that financial transactions do not put users at risk. These will be regularly audited by management.

All staff wear the company uniform and wear identity badges. The ID cards are date stamped with an expiry date. The uniform is highly recognizable being embroidered with the agency's logo.

Managers and staff

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People have confidence in the staff at the agency because checks have been done to make sure that they are fit to do the job. Their needs are met and they are supported as the staff get relevant training, support and supervision from their managers.

People have safe and appropriate support because the staff providing their care are qualified and competent. They are confident that the staff that provide their support are clear about their roles and responsibilities.

This is what people using this domiciliary care agency experience:

Judgement:

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

People that use the service are protected by the agencies recruitment policies and procedures.

Evidence:

From examination of nine staff files and discussion with staff and management it was evident that the agency recruits and selects its staff robustly. Staff files were well organised and contained all information required by regulation and standard.

Records indicated that all staff receive a formal induction and complete a period of shadowing before being allowed to work alone with service users. The length of time that the shadowing period lasts is dependent on the knowledge, skills and confidence of the worker. It is normally about two weeks.

Workers undertake induction training in philosophy of care, first aid, POVA, manual handling and health & safety at the agency's offices. The Marketing & Quality Director is a certificated trainer and cascades the information to new recruits. There is a well equipped training room on the top floor of the agencies premises.

Staff are encouraged to achieve National Vocational Qualifications at levels 2 & 3. This training is undertaken with Thames Valley University and East Berkshire College.

Evidence:

Staff are offered support by telephone on a daily basis and they are formally supervised in the agency's offices. There are plans to start providing staff with regular team meetings so that they may share information and feel more included in the way care is delivered.

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 and provides a consistent and planned service to its users. Users can be confident that all complaints will be dealt with swiftly and efficiently

Evidence:

This agency is operated on a sound business basis to meet the needs of users efficiently and effectively. The premises are suitably equipped and there is an effective management structure in place to deal with a dispersed workforce.

The agency carries out regular customer satisfaction surveys. The results are used by management to identify how best and what specific areas practice can be improved. There is continuous monitoring of service delivery by telephone and visits to the users by senior management. Reviews are carried out frequently to ensure that the package of care continues to meet the needs of users.

There have been no complaints about the agency since it started to provide domiciliary care. The agency has a complaint procedure in place which meet the requirements of regulation and standard. The complaint procedure is documented in the Statement of Purpose and Service User Guides.

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

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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