

Annual service review

Name of Service: Helping Hands Home Care

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

The rating was made on:

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:

Julie McGarry

Date of this annual service review:

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Information about the service

Address of service:	Arrow House 8 - 9 Church Street Alcester Warwickshire B49 5AJ
Telephone number:	01789762121
Fax number:	01789762143
Email address:	enquiries@helpinghandshomecare.co.uk
Provider web address:	

Name of registered provider(s):	Midshires Care 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:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>Established in 1989, Helping Hands Home Care specialises in the provision of round the clock live in care for service users who want support within their own homes. Service users may include those that are elderly and frail, physically disabled, mentally infirmed, and service users with learning disabilities or mental health problems. Services can be provided on a long-term basis or are available as a temporary measure such as short term care for convalescence. The agency also provides care on a 24 hourly live in basis. The Live-In service extends across England, with care managed from the Head Office in Alcester.</p> <p>Fees are available from agency.</p>

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.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The agency sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information we asked for. We looked at the information in the AQAA and our judgment is that the agency is still providing an excellent service and that they know what further improvements they need to make. The agency has good monitoring systems in place to ensure staff work in line with policies and procedures. There is regular consultation with clients about satisfaction with the service; any concerns raised are dealt with promptly. This is reflected in the responses the agency took to complaints raised.

Seven safeguarding incidents have occurred in the past twelve months, the agency continues to let us know about things that have happened, and they have shown that they have managed these issues well.

The AQAA tells us that all care workers have received training on the prevention and control of infection, and have received training in nutritional care and assistance with eating.

We sent surveys to people who receive a service from the agency, staff who work for the agency, and to relatives and advocates of people who use the service. 34 surveys were returned to us, 14 from people who use the service, 13 from relatives of people who use the service and 7 from staff.

Comments from people who use the service include:

'The ladies are very caring and considerate, it is an excellent service'. 'Helping Hands provide an excellent level of care which covers all of my needs.' 'In my case they found me a superb carer'. 'Through vetting of employees to ensure good quality of service, I am very satisfied'. 'There should be better records kept of staff holiday etc.' 'Not ask carers to do emergency cover when carer is on holiday'.

Comments from the relatives of people who use the service include: 'Kind, gentle carers prepared to take time to understand the personality of the patients, calm and efficient'. 'Provides good quality carers who look after patients very well'. 'Punctual, helpful, carers polite and kind'. 'Communicate better with clients, especially around the care plan. Give better information to the social care teams to update care plans regularly.' 'Not to allocate two calls at the same time to a carer'. 'Allow traveling time between calls'. 'Occasionally timing has been inappropriate - not within the timescales'.

Comments from staff include: 'We need cooking classes as some carers don't know how to cook'. 'Keep carers in steady supply of placements'. 'Have more frequent communications from managers to carers'

All other surveys were returned from staff indicated they were satisfied with the ways in which the agency is run.

The AQAA tells us that there are 651 permanent care workers at the agency, of which 178 are NVQ 2 level 2 or above (National Vocational Qualification is in Care or Health and Social Care). This is an improvement to that recorded at the last Annual Service Review, however it is still below the required 50% of staff trained to level two.

The AQAA tells us that all the required policies and procedures are in place.

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 25th June 2010. 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

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