



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	Brookfield Care Agency Ltd
Address:	Grange Road West Kirby Wirral Merseyside CH48 4EQ

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:	Date:
Lynn Paterson	0 6 0 3 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:	Brookfield Care Agency Ltd
Address:	Grange Road West Kirby Wirral Merseyside CH48 4EQ
Telephone number:	01516250050
Fax number:	01516252037
Email address:	homecare@brookfieldcare.co.uk
Provider web address:	

Name of registered provider(s):	Brookfield Nursing Home (West Kirby) Limited
Conditions of registration:	
Date of last inspection	<input type="text"/>
Brief description of the agency	<p>Brookfield is part of Brookfield Care Ltd who also own two nursing homes on the Wirral. The company have been providing care and support to older people since 1904. The agency provides domiciliary care to older people with conditions and illnesses related to the ageing process. The company registered as a domiciliary care provider with the Commission for Social Care Inspection on 3 December 2004. The agency currently provides domiciliary support for approximately 158 clients who live in the local community. The type of care includes domestic assistance, home from hospital care; shopping and personal care. Through the provision of domiciliary care services, the agency aims to be the preferred choice provider of care by delivering reliable, flexible and professional services that are constantly monitored and tailored to the needs of its clients.</p>

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 unannounced inspection of Brookfield Care Agency was carried out on 6th March 2009 by one inspector.

During the site visit discussions were held with the manager and staff, a tour of the premises was undertaken and care files, daily records and policies and procedures used by the agency were looked at.

The site visits was only one part of the inspection. Prior to the visit the manager had been asked to complete a self assessment document called an Annual Quality assurance Assessment (AQAA). This document gives up to date information about the service. Questionnaires were sent to staff and people who use the service and home visits made to some people who have care provided to find out their views.

All the information obtained from the above methods has been incorporated within this

report.

Prices for services vary but on average a hourly fee is approximately ten pond fifty , weekdays and eleven pound fifty per hour during the weekend. More details of charges can be obtained from the agency.

What the agency does well:

The agency has a committed and experienced management team who work hard to make sure the service is run in the best interests of the People who use it. Comments include:= "The staff come her at the same time each day and provide care and support which is second to none" "We can rely so much on the staff , they never let us down" "We have had the same care staff since we started with the agency and we have got to now them well and feel very happy with them". Care and support plans are clear and discussion with people who use the service reveal that staff have carried out an accurate assessment of need that they and pole close to them have been involved in. Policies and procedures are monitored and reviewed as an ongoing process. Staff training , supervision and support is structured and well managed to ensure staff have the appropriate knowledge and skills to met all individual need.

What has improved since the last inspection?

The agency have updated their brochure to ensure all the service information is clear. More staff have been recruited to make sure staffing levels enable staff to provide emergency care and support. Extra training has been provided for staff in dementia training, nutrition awareness and infection control. Staff handbooks have been updated to include revised policies and procedures. Provided training and guidance in respect of elder abuse.

What they could do better:

|The inspection of Brookfield Care Agency was most positive and comments received confirmed that it provides consistent flexible care and support for the people who use their services. Therefore no requirements or recommendations have been noted at this time.

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

People are provided with comprehensive information about the service and are fully assessed to check if the services would be suitable to meet their individual needs.

Evidence:

Feedback from questionnaires revealed that the people who use the service feel that their individual needs are being met. People spoken with said they had been provided with full details about the agency and the services provided. The agency has a statement of purpose included with the service user guide. These documents contained all the information People would need to assist them to decide if they felt the services provided by the agency would meet their needs. The information provided also detailed the staff employed by the agency, the complaints procedure and the methods

Evidence:

used by the agency to monitor the time and length of staff visits. All information provided about the service was in easy read format. Four peoples files were viewed and they all held clear information about assessed need and how these needs would be met. All files held signatures of the people who used the service which showed that they had been consulted with and involved in the assessment process.

Feedback from questionnaires indicted that people who use the service had been so pleased with the way it had been provided that they had recommended the agency to other People. Thank you cards and letters from people who use the service and their family and friends further confirmed that the service provision was excellent.

Comments included:-

"We were given full details of what the agency could and could not to before they started to visit us. This enabled us to decide if they would be able to give us what we needed",

"we were told about he agency by a neighbour who had used them and said they were very good. We contacted them and they supplied us with a lot of information about them and what they did. The manager then came to assess us and said she was happy that the staff could provide the services we needed".

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.

Staff carry out their work in a way that maximizes the Independence privacy and dignity of the people who use the services of the agency

Evidence:

Staff discussion highlighted that they are encouraged through supervision and training to provide a consistent service to meet individual needs. Comments from staff include "treat each person as an individual to ensure needs are met" "involve all who are part of this care plan to ensure that all needs are` addressed" "People who have severe illness and are terminally ill always request us to support them to live at home for as long as possible because they know we will work with them to ensure all their wishes needs and capabilities are addressed as an ongoing process". Staff said they worked alongside other professionals supporting both the person using the service and their family members. Care plans were viewed at the agency office and in the homes of people who use the service and all plans viewed were clear and identified that they had been drawn up in full consultation with the individual ,the family and any other person who was involved with the person in need of care and support from the agency. The manager advised that the staff team have received ongoing training to enable

Evidence:

them to meet individual needs and provide person centered care that is monitored and reviewed on a regular basis. Risk assessments are completed as an ongoing process to monitor the care provision and the environment. Care files held information to show that care reviews were held and the person receiving care and their family members had been involved in the reviews and that their opinions were taken into account. People in receipt of care from the agency made very positive comments about the service they received and comments included: "Staff are kind and caring", "They treat me very well and always maintain my dignity, which sometimes is a hard thing to do with what they have to help me with", "Staff come when they say they will, do what they say they will and are very nice people".

The medication policy is clear and training records show that all staff have received training in medication management and nutrition. Other records show that stoma care, alcohol awareness, diabetes and dementia awareness training is offered to staff who wish to develop their knowledge and skills in these areas.

The manager advised that senior staff` carry out observational visits to look at how care staff carry out their care practices in the homes of the people who use the service. She says that observations in the work environment assist in assessing staff skills and enable people who use the service to discuss any issues or request reviews of their care plan.

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.

Clear measures are in place to protect people from risk or abuse so that people in receipt of care and support are safe.

Evidence:

Brookfield Care Agency has a range of policies and procedures covering health and safety. Care staff said they are provided with training in all aspects of health and safety during their induction period when they commence employment with the agency. They say they also learn about moving and handling, infection control and food safety. Staff files held records of this training and showed that all mandatory training is carried out on an ongoing basis. The agency manager said she and other senior staff visit the home of the person who will be receiving care and support from agency staff and look at the environment and check what levels of care and support are needed and complete a risk assessment so that action can be taken to minimize any risk. Risk assessment looked at held detailed information to enable staff to move someone safely, manage a situation in which a person receiving care had an infection, and have awareness of the environment or the management of household pets. Records show that risk assessments were kept under review and changed as appropriate. Staff safety and lone working policies were in place to make sure that staff

Evidence:

always had someone to contact in an emergency. Staff spoken with said they felt supported by the policies on lone working and knew they could always access assistance if needed. The agency has excellent procedures to enable staff to pass information if they suspect that someone is being abused. Staffs said that training in adult protection forms a part of their induction and they receive training updates on a regular basis. Records show that the agency have used their adult protection procedures to protect people from abuse and harm

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.

The recruitment process is clear and is fully followed and staff receive a good level of training to ensure the people who receive services from the agency are protected from harm or poor practice.

Evidence:

Discussion with staff revealed that they work as a team with the aim of providing quality care and support to the people using the service. They said that they get good support from their line management structure and through the Agency as a whole. The recruitment records of five staff members were looked at and they held all the necessary checks to ensure the agency had taken proper precautions to protect the people using the service. These included the manager carrying out face to face interviews with people who had applied to them for employment, and obtaining suitable references and police checks before they were offered a job. Staff said when they started work they were provided with a good level of induction training and were provided with a staff handbook containing all policies and procedures used by Brookfield Care.

Records show that new staff members shadow an experienced care worker prior to them being allowed to carry out lone working.

The manager has an open door policy in which staff are requested to visit the office at least weekly to obtain time sheets or care plans and to use that time to chat with her

Evidence:

manager or senior staff to update information or discuss any general concerns they may have about their work pattern or the people using the service. Staff said that they pass on urgent need to know information as and when required.

The manager has completed a training analysis of the training needs of the staff and identifies all mandatory updates and any areas of specialized training staff may request. Training records show that all staff training is currently up to date.

Staff receive support and guidance from their line manager on a regular basis. This includes interviews , discussions and observations of them carrying out their role so that checks can be made to see if they are complying with the policies and procedures as set out by the agency

Staff said staff meetings are held when everyone can put forward their point of view without fear of reprisal and staff said they feel very comfortable sharing their views. Staff records show that staff are well managed with the use of supervision, appraisal, grievance process, absence management and health assessments being utilized as appropriate.

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

Brookfield Care is a very well managed service which provides detailed information about its services to include the complaints process. The manager takes complaints seriously and staff and people who use the service know their concerns will be listened to and quickly acted upon.

Evidence:

The agency is run from a spacious ground floor building which is accessible by all forms of public transport and has some parking facilities to the front of the premises. The offices have a number of rooms where meetings can be held in private and people who use the service were seen to call for a chat or to pay their bill.

The offices have all the necessary equipment and resources for the efficient management of the service.

Staffing levels are good which enables staff to provide consistent, person centered care in which people spoken with said they felt valued and respected.

The staffing levels also enable the agency to provide good support in crisis situations and be fully responsive to changing need.

People who use the service are very happy with the agency and comments include:-

"We know who is coming, when they are coming and what they will do when they get here. They are always so reliable"

"The staff are always here on time. They know what is in the care plan but always ask

Evidence:

us what we want before they do anything, it ,makes us fell valued as people"
"I know I can rely on them and if there are any changes to my timetable it is never a problem to them, they are wonderful".
"Office staff are lovely , they are always so helpful".
The agency manager is registered with CSCI and has worked within the company for several years initially as a care worker before her appointment as manager.
Staff say her background is a bonus to them as she knows exactly what their role is having once done it herself so therefore understands any difficulties. They say that she is always ready to help out , is very supportive and an excellent manager. Other comments include:-
"She is very thorough and goes out of her way to assist staff"
"She is approachable, fair but firm"
"She is totally committed to her role and is highly regarded by the staff and the people who use the service".
"She is never afraid of hard work".
There is clearly written complaints procedure included in the service users guide and all people using the service knew how to complain.
The agency complaints and compliments book was fairly full. However most of the records were compliments from people who had used the service or their families all recording their admiration and thanks to the agency.
No complaints about the agency have been received by The Commission for Social care

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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