



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Michael Phillips Care Agency Ltd
30-32 Kinmel Street

Rhyl
LL18 1AN

Type of Inspection – Baseline
Date(s) of inspection – Tuesday, 10 March 2015
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Summary

About the service

The Michael Philips Care Agency Limited is registered to provide personal care to adults with physical disabilities, sensory loss/impairment, dementia, mental health needs, learning disabilities or substance dependency. The office is situated close to Rhyl town centre and to public transport links. Ms. Karen Hughes is the registered manager and Mr. Philip Osbiston the responsible individual acting on behalf of the company.

What type of inspection was carried out?

We (Care and Social Services Inspectorate Wales) carried out a baseline inspection at the agency's office on Tuesday 10th March 2015 between the hours of 10:00 and 14:40. On the day of the inspection we spoke with the manager and senior members of staff of the agency and examined documents and files of people using the service and staff. We also inspected information relating to the organisation and operation of the agency. The inspection focused on the quality of life of people using the service, the quality of staffing and the quality of leadership and management. Prior to the inspection we sent out ten questionnaires to people who use the service and seven were returned, ten to relatives of people using the service and two were returned and ten to carers working for the agency and five were returned.

What does the service do well?

The agency has good office systems in place to ensure the efficient running of the business.
Management continue to develop and measure the quality of the services provided.
The agency has a well organised management structure in place.

What has improved since the last inspection?

There were no outstanding improvements needed or identified in the last inspection report.

What needs to be done to improve the service?

There were no issues of non-compliance to report.

Quality Of Life

Overall, people told us that they were generally pleased with the service provided and many positive comments were shared with us. People told us that the service is reliable. One person told us that: 'I would recommend Michael Phillips without any hesitation. They have been the key in making my mums life very happy and providing a means to cope with a difficult situation.' While another person told us 'I have always found the office staff very helpful and co-operative and some of the carers are excellent....'

People are generally treated with dignity and respect. This is because people told us that they were very happy with the care they received. One person said that they felt the quality of the care they received from their normal carers was, "of the highest quality," whilst another commented about an emergency situation which was handled in a very respectful manner, ensuring the dignity of the person was maintained. Dignity in Care is part of the ethos of the agency and we saw that management have issued a policy in respect of this to their staff. Carers are also offered training in respect of this and new staff receive training on Dignity in Care as part of their induction training.

People have choice and influence. This is because the agency listens to what the client wants and meets with them prior to commencing the service to ensure they are able to meet their needs. People told us that someone from the agency visited them at home to plan and discuss their needs and that they were able to specify what care they wanted to receive. Each person has a service delivery plan in place and we inspected three service delivery plans and saw that they were comprehensive, giving carers the information necessary to provide the care required. Risk assessments were also seen to be in place. The support provided is monitored and reviewed at regular intervals.

People experience appropriate, responsive care from staff who have an up to date understanding of their individual needs and preferences. This is because the agency employs care workers who are competent, experienced and trained. Carers told us that before they work with an individual or work with someone whose needs have changed following a hospital stay, they are given detailed instructions from their team leader about what is required at the call and also the care plan is made available to them to read. If needed specific training will be provided in order to meet the particular needs of the person being cared for.

People told us that the quality of care received was good and several people told us it was excellent.

Quality Of Staffing

Overall people using the service told us that the carers are kind and caring and provide good care. At the time of the inspection the agency employed 76 members of staff who care for 167 clients, providing a variety of care and support from shopping and cleaning to providing personal care. Staff told us they feel valued by the organisation they work for and are trained, supervised and supported in their work.

People can feel confident that their care is provided by staff who are competent and confident meeting their particular needs. This is because an effective recruitment and training programme is in place. We inspected three staff files and saw that those staff had been recruited as required with two references supplied and CRB [Criminal Records Bureau] / DBS [Disclosure and Barring Service] checks completed prior to starting employment. These staff had received appropriate induction training following their employment. Certificates on staff files showed regular training and supervision had taken place. Staff also receive an annual appraisal. As part of the supervision process a spot check system is in place whereby carers can expect to receive a check on their work by management without notice; this ensures continuity of quality. The majority of staff have received National Vocational training / Qualifications and Credit Framework –accredited qualifications training. This is ongoing with staff engaged in this training when they are identified as requiring this and when it becomes available to them. Management demonstrated the training matrix in use which ensured training is up to date. Mandatory training courses provided for staff included courses in respect of: dignity in care, driving safely, dying, death and bereavement, epilepsy awareness, first aid, food hygiene, health and safety and manual handling / hoisting.

The agency endeavours to provide people with continuity of staff so that they have the same care worker or team of care workers. The majority of people confirmed that where possible they are cared for by the same carers and this tends only to change in the event of sickness or holiday. One person told us ‘they try to provide continuity.’ Whilst another told us their care is ‘generally provided by the same people who are excellent.’ Another person told us: ‘the quality of care from my normal carers is of the highest quality but sometimes holidays etc.. can present problems because of not knowing clients.’

People feel they get reliable, good quality care. We were told this by the majority of people who completed the inspection questionnaires. People understood that there may be occasions when carers are late due to traffic or having to spend longer than anticipated with a person they are visiting. They informed us that they are generally informed of any delays. All people surveyed explained that they have never been let down by a carer not attending. One relative informed us of a situation when a carer was called out of their normal time to attend in the case of a client’s personal emergency and this was arranged and dealt with speedily and to the family and persons grateful satisfaction. Another told us the service provided is ‘very reliable.’

Quality Of Leadership and Management

The general impression regarding the overall management of the service is good. The registered manager of the agency is experienced and qualified and supported by an experienced team consisting of a senior care manager, human resources manager, care manager, company quality representative and finance manager. Private clients have a representative and team manager. We saw that the agency office was well organised with good systems in place to ensure the efficient running of the business. The manager has previously won several prestigious awards for her management and leadership skills.

People using the service working in the service or linked to the service are clear about what it sets out to provide. The agency has documentation in place that is issued to prospective clients enquiring about the services provided. A statement of purpose document and service user guide are available; these set out the principles and aims of the agency. The agency produces a practical guide for people which outlines everything people need to know about receiving a service. People using the service and their relatives told us that they have been given the information they need in respect of the agency and the services provided. They also told us they have a document wallet / file within their homes containing information about the agency and their own care and support needs. The agency provides carers with written information to ensure they are clear of their roles and responsibilities; an employee handbook and an employee safety handbook is issued to everyone employed at the agency and policies and procedures relating to their work are provided. Staff confirmed that they have been issued with the employee handbooks and they are given copies of the updated versions periodically. Staff told us that they are also reminded of important parts of the handbooks by management and within the monthly newsletter.

People using the service are actively involved in defining and measuring the quality of the service. The agency employs a Quality Representative who visits all people who use the service on a rotational basis. The person builds up a positive relationship face to face with all clients and therefore they have a point of contact should they feel they need to contact senior staff about any issues they might have. People using the service are asked to complete customer service satisfaction questionnaires from time to time, the results of which are collated and analysed and a quality assurance report is produced based on the information gained.

People can be confident that if things are not right they will be addressed quickly. The agency has a complaints procedure which people are informed about in the documentation provided. People told us that they had received this documentation and that they knew how to make a complaint or raise a concern should they need to. One person explained that they did raise an issue on one occasion and it was quickly dealt with to their satisfaction. One person did state that they did not know who to complain to if they should ever need to raise an issue but their care was excellent and they did not need to complain.

Quality Of The Environment

Not applicable for Domiciliary care agencies.

How we inspect and report on services

We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by telephoning your local CSSIW regional office.