



*Making Social Care
Better for People*

inspection report

DOMICILIARY CARE AGENCY

Wrixon Care Services Ltd

**1st Floor
Broxbournebury Mansions
White Stubbs Lane
Broxbourne
Herts
EN10 7PY**

Lead Inspector
Sheila Knopp

Announced Inspection
25th October 2005 10:10

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

Reader Information	
Document Purpose	Inspection Report
Author	CSCI
Audience	General Public
Further copies from	0870 240 7535 (telephone order line)
Copyright	This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI
Internet address	www.csci.org.uk

This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this agency are those for *Domiciliary Care*. They can be found at www.dh.gov.uk or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

This report is a public document. Extracts may not be used or reproduced without the prior permission of the Commission for Social Care Inspection.

SERVICE INFORMATION

Name of service	Wrixon Care Services Ltd
Address	1st Floor Broxbournebury Mansions White Stubbs Lane Broxbourne Herts EN10 7PY
Telephone number	01992 442244
Fax number	01992 442270
Email address	jan@wrixoncare.co.uk
Provider Web address	
Name of registered provider(s)/company (if applicable)	Wrixon Care Services Ltd
Name of registered manager (if applicable)	Janice Diane Wrixon
Type of registration	Domiciliary Care Agencies
No. of places registered (if applicable)	0
Category(ies) of registration, with number of places	

SERVICE INFORMATION

Conditions of registration:

Date of last inspection This is the first inspection following registration in 2004.

Brief Description of the Service:

The primary purpose of the agency, which has been in operation since 1996, is to provide secure and non-secure escort services to young people in contact with social services and the youth justice system. Referrals are made by the Home Office, the Courts and Social Services Departments. The service cannot be accessed by the public and most of the young people are on secure remand. Social workers also use the agency to supervise contact visits and provide assistance where placements have broken down. The agency is required to register as some of its work may involve a care component. The escort service is not subject to registration.

SUMMARY

This is an overview of what the inspector found during the inspection.

This is the first annual inspection of Wrixon Care since the service was required to register under The Care Standards Act in 2004.

The information in this report is based on:

- Contact with Mrs Wrixon at the company offices on 25.1.05 to review records.
- A meeting with a group of 6 staff on 15.11.05.
- Evaluation of 19 comment cards received from randomly selected organisations who commission the services of Wrixon Care.
- Evaluation of questionnaires received from 11 randomly selected staff.
- A follow up meeting with Mrs Wrixon on 25.11.05

Due to the nature of the work provided it was inappropriate to contact the young people directly and the views of the commissioning authorities have been used to form an opinion on the service provided. Comments were received from individual Social Workers, Emergency Duty teams and Youth Offending Teams across the country. The service is also inspected by Hertfordshire County Council as part of their contract monitoring role.

A total of 20 hours inspector time has been allocated to this inspection.

What the service does well:

The inspectors were impressed with the commitment of the managers and staff to protecting the interests of the young people while they are in their care. This was also reflected in the comments received from commissioning authorities who described Wrixon care as being 'professional and efficient' and effective and efficient'. One agency said 'we use this agency for discrete jobs, which they carry out to a high standard and are reliable'.

Staff expressed a high level of satisfaction with the management, organisation and running of the service.

A manager is on call 24 hours a day 7 days a week to respond to commissioning authorities and staff.

There is a strong commitment to staff training and development within the organisation. Training to meet the specialist needs of the service is provided. Staff follow an intensive induction programme. Staff have achieved certification to carry out work for the Youth Justice Board.

The organisation has achieved the Investors in People Award.

What has improved since the last inspection?

This is the first inspection of the service.

What they could do better:

In order to ensure staff are up to date with this key area Child Protection training needs to be included in the core training for all staff. Staff also need to be provided with copies of the Child Protection procedures they are working to.

While staff work to the Youth Justice Board standards it is also recommended as social care workers they are given a copy of the General Social Care Council Code of Practice.

It has been recommended that written records of formal one to one supervision sessions between team leaders and members of staff is maintained.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from enquiries@csci.gsi.gov.uk or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

CONTENTS

User Focused Services (Standards 1-6)

Personal Care (Standards 7-10)

Protection (Standards 11-16)

Managers and Staff (Standards 17-21)

Organisation and Running of the business (Standards 22-27)

Scoring of Outcomes

Statutory Requirements Identified During the Inspection

User Focused Services

The intended outcomes for Standards 1 – 6 are:

1. Current and potential service users and their relatives have access to comprehensive information, so that they can make informed decisions on whether the agency is able to meet their specific care needs.
2. The care needs requirements of service users and their personal or family carers when appropriate, are individually assessed before they are offered a personal domiciliary care service.
3. Service users, their relatives and representatives know that the agency providing their care service has the skills and competence required to meet their care needs.
4. Each service user has a written individual service contract or equivalent for the provision of care, with the agency, except employment agencies solely introducing workers.
5. Service users and their relatives or representatives know that their personal information is handled appropriately and that their personal confidences are respected. In the case of standards 5.2 and 5.3, these do not apply to employment agencies solely introducing workers.
6. Service users receive a flexible, consistent and reliable personal care service. In the case of standards 6.3 and 6.4 these do not apply to employment agencies solely introducing workers.

The Commission considers Standard 2 the key standard to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

1, 2 & 3

Information for authorities wishing to contract with Wrixon Care are set out in the company handbook. Written information and details about the role and responsibilities of Wrixon Care, including the complaints procedure is provided to the young people on initial contact.

The service does not provide a personal domiciliary care service in terms of providing personal care. However information is received from commissioning authorities relevant to the work staff are being asked to carry out.

Staff are employed with the relevant skills and aptitude for working with young people. This is supported by training which cover the needs of the client group and knowledge of the legal framework within which staff are working.

EVIDENCE:

The company handbook, which is updated annually, sets out its Statement of Purpose and details of its policies and procedures.

Details of the information provided by the commissioning authorities and how this information is passed on to staff in contact with the young people were reviewed.

Details provided of the skills and experience of staff and training and development plan for the organisation demonstrated that staff have the skills and competence to meet the needs of the young people they are supporting.

The staff who returned questionnaires felt they were given the support to do their jobs.

Personal Care

The intended outcomes for Standard 7 – 10 are:

- 7.** The care needs, wishes, preferences and personal goals for each individual service user are recorded in their personal service user plan, except for employment agencies solely introducing workers.
- 8.** Service users feel that they are treated with respect and valued as a person, and their right to privacy is upheld.
- 9.** Service users are assisted to make their own decisions and control their own lives and are supported in maintaining their independence.
- 10.** The agency's policy and procedures on medication and health related activities protect service users and assists them to maintain responsibility for their own medication and to remain in their own home, even if they are unable to administer their medication themselves. In the case of standards 10.8 and 10.9, these do not apply to employment agencies solely introducing workers.

The Commission considers Standards 8 and 10 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

8 & 10

The view of the Commissioning authorities is that the staff provide an efficient and professional service. The rights of the young people to be treated with respect and have their privacy upheld is supported by the organisations policies and procedures. Staff demonstrated a commitment to upholding the rights of young people and recognising their individual needs.

Wrixon Care has a medication policy and recording system in place to support young people in their care take prescribed medication or to respond to emergency situations. These documents have been recently reviewed and a CSCI pharmacist has recommended some amendments.

EVIDENCE:

A commissioning authority commented on the discrete service provided.

The company has an equal opportunities policy and the staff handbook sets out the company's philosophy on the staff approach to young people in their care.

Discussion with the staff team and observation of their team meeting confirmed their awareness and approach to issues of diversity.

The questionnaires and contact with members of staff confirmed a positive attitude to seeing each young person as an individual with individual needs and working to ensuring their rights were protected within the situations they were involved in.

Training courses available to staff to enable them to understand and communicate with the young people more effectively include working with children with disabilities and behavioural problems and communication skills.

Details of the company's health & safety procedures are included in the staff handbook. Staff receive training in emergency first aid and infection control procedures.

It has been recommended that more detail regarding the assessment of staff competencies to administer medication is included in the medicines procedure.

Protection

The intended outcomes for Standards 11 - 16 are:

- 11.** The health, safety and welfare of service users and care and support staff is promoted and protected, except for employment agencies solely introducing workers.
- 12.** The risk of accidents and harm happening to Service Users and staff in the provision of the personal care, is minimised, except for employment agencies solely introducing workers.
- 13.** The money and property of service users is protected at all times whilst providing the care service, except for employment agencies solely introducing workers.
- 14.** Service users are protected from abuse, neglect and self-harm, except for employment agencies solely introducing workers.
- 15.** Service users are protected and are safe in their home, except for employment agencies solely introducing workers.
- 16.** The health, rights and best interests of service users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care, except for employment agencies solely introducing workers.

The Commission considers Standards 11, 12 and 14 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

11, 12 & 14

Staff receive training in the assessment and management of risk to prevent accidents and harm to the young people in their care, staff and the public.

To ensure staff remain fully aware of Child Protection procedures some recommendations have been made regarding access to policies and training.

EVIDENCE:

Staff receive training in Youth Justice Board approved safe physical intervention techniques. The Wrixon Care instructors receive annual training updates to enable them to train staff in house for a period of 12 months.

The manager and team leaders are in the process of reviewing the risk assessment formats currently in place to enable a more detailed record to be built up during contact with individual young people to enhance the information received from the commissioning authorities.

Clear instructions are provided to staff in relation to their responsibilities towards safe working practices for each assignment.

Three out of 11 staff who completed questionnaires said they were not aware of the Child Protection procedures. Staff are able to access Hertfordshire County Council Child Protection training but this is not routinely built into the induction. It has been recommended that staff receive Child Protection training within 6 months of employment and that they are given copies of the Wrixon Care procedure and County Council procedure as part of their induction. Consideration could be given to including this in the staff handbook in the future.

Good examples of working with other agencies and sharing information in the best interest of the young person were identified.

Managers and Staff

The intended outcomes for Standards 17 - 21 are:

- 17.** The well-being, health and security of services users is protected by the agency's policies and procedures on recruitment and selection of staff.
- 18.** Service users benefit from clarity of staff roles and responsibilities, except for employment agencies solely introducing workers.
- 19.** Service users know that staff are appropriately trained to meet their personal care needs, except for employment agencies solely introducing workers.
- 20.** The personal care of service users is provided by qualified and competent staff, except for employment agencies solely introducing workers.
- 21.** Service users know and benefit from having staff who are supervised and whose performance is appraised regularly, except for employment agencies solely introducing workers.

The Commission considers Standards 17, 19 and 21 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

17, 18, 19, 20 & 21

The revised company procedure for the recruitment of staff working with children complies with best practice.

Staff are employed from a variety of backgrounds based on their aptitude for the job and may come from police, childcare and social work backgrounds. Specialist training is provided as part of an intensive induction programme and staff work closely together in teams managed by a team leader.

Staff are closely supervised but it has been recommended that written records of individual meetings are maintained by the team leaders to demonstrate staff receive formal one to one supervision at least 3 monthly.

EVIDENCE:

The first visit identified that where staff were being employed with recent Criminal Records checks these were being verified with the previous employer and new checks were being initiated by Wrixon Care following appointment.

The provider advised the Commission at the feedback session that following the guidance provided by the Commission and contracting authorities CRB & POCA checks would now be carried out before all staff are appointed regardless of there being a current CRB in place. The company have adopted robust procedures and are responding to changes in guidance. Staff are also going to be asked to complete a self declaration under the Rehabilitation of Offenders Act annually as part of their appraisal. Staff were already required to do this verbally at their appraisal and are also already required to notify the manager of any driving offences.

The files examined demonstrated that full employment histories and 2 written references are obtained prior to appointment. Interviews are reported to follow the Warner principles for appointing individuals to work with children. Interview records are kept on file. Telephone calls are made to previous employers to confirm the validity of written references.

Team leaders receive training in management and supervision. The services provided by Wrixon Care require close teamwork which results in a high level of on the job supervision as part of the day to day work. However from the staff questionnaires received staff do not recognise they are receiving formal supervision as personal written records are not maintained. It is recommended more formal records of this contact with team leaders needs to be developed and linked to the 6 monthly staff reviews and appraisal system already in place.

There is a structured induction process, lasting 3 months, which is overseen by a mentor and team leader.

Training courses from a range of providers are made available to staff as part of their continued personal and professional development.

Eight staff have achieved and NVQ 2 in Custodial Care. It is anticipated that this will be superseded by a new qualification being introduced by the Youth Justice Board.

It is recommended that staff are given a copy of the General Social Care Council Code of Practice.

The National Minimum Standards require providers to achieve a work force of 50% of staff with NVQ 2 qualifications by 1st April 2008 and to have reviewed the progress towards this by 1st July 2006 (NMS 20.4).

The registered provider/manager has 10 years experience of running this service.

Organisation and Running of the Business

The intended outcomes for Standards 22 – 27 are:

- 22.** Service users receive a consistent, well managed and planned service.
- 23.** The continuity of the service provided to service users is safeguarded by the accounting and financial procedures of the agency.
- 24.** The rights and best interests of service users are safeguarded by the agency keeping accurate and up-to-date records.
- 25.** The service user's rights, health, and best interests are safeguarded by robust policies and procedures which are consistently implemented and constantly monitored by the agency.
- 26.** Service users and their relatives or representatives are confident that their complaints will be listened to, taken seriously and acted upon.
- 27.** The service is run in the best interests of its service users.

The Commission considers Standards 22 and 26 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

22, 24, 25, 26 & 27

Wrixon Care is a well managed specialist service, which is able to provide a consistent and professional approach to its clients. There are mechanisms in place, which include contact with commissioning authorities, for reviewing the quality of the service provided. This sound approach is based on a stable management structure and the day to day involvement of the Registered Provider who also manages the service.

As demonstrated through the Investors People Award and information provided to the inspectors there is an ethos of continual improvement and development based on changes in legislation and professional practice within the sector in order to manage the safety and well-being of the young people and staff.

EVIDENCE:

The service is appropriately resourced in terms of its management structure, support services, premises and equipment.

Records were found to be held securely with appropriate procedures in place regarding confidentiality and the Data Protection Act.

Individuals using the service are informed of how to make a complaint should the need arise.

Bringing together the individual aspects of the company quality assurance system to provide an annual report was discussed as part of the inspection. Further information was shared at the final feedback meeting by Mrs Wrixon on how this was going to be achieved. The Commission looks forward to receiving the first report.

SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Domiciliary Care have been met and uses the following scale.

4 Standard Exceeded (Commendable) **3** Standard Met (No Shortfalls)
2 Standard Almost Met (Minor Shortfalls) **1** Standard Not Met (Major Shortfalls)

“X” in the standard met box denotes standard not assessed on this occasion
 “N/A” in the standard met box denotes standard not applicable

User Focused Services	
Standard Number	Score
1	3
2	3
3	3
4	x
5	x
6	x

Managers and Staff	
Standard Number	Score
17	3
18	3
19	3
20	3
21	3

Personal Care	
Standard Number	Score
7	x
8	3
9	x
10	3

Organisation and running of the business	
Standard Number	Score
22	3
23	x
24	3
25	3
26	3
27	3

Protection	
Standard Number	Score
11	3
12	3
13	x
14	2
15	x
16	x

Are there any outstanding requirements from the last inspection?

STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Domiciliary Care Regulations 2003 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	DO27	21(2)	Provide the Commission with a copy of the annual report made available to stakeholders, under standard 27, on the outcome of the quality review for 2004 – 2005.	31/03/06

RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	DO10	Provide a revised copy of the medicine policy and administration record following guidance provided by a CSCI pharmacist.
2	DO14	Provide staff with a copy of the Wrixon Care and local authority child protection procedures.
3	DO14	Ensure all staff have child protection training within 6 months of employment to be updated every 2 years.
4	DO17	Provide existing and new staff with a copy of the General Social Care Council Code of Practice.
4	DO20	Provide a report by 1.7.06 on the progress being made to achieve NVQ staff qualification targets by 1.4.08 (NMS 20.4).

Commission for Social Care Inspection

Hertfordshire Area Office

Mercury House

1 Broadwater Road

Welwyn Garden City

Hertfordshire

AL7 3BQ

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

© This report is copyright Commission for Social Care Inspection (CSCI) and may only be used in its entirety. Extracts may not be used or reproduced without the express permission of CSCI