

Key inspection report

Domiciliary care agencies

Name:	Jigsaw Creative Care
Address:	63 Milford Road Reading Berkshire RG1 8LG

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

A quality rating is our assessment of how well an agency 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 full review a 'key' inspection.

Lead inspector:	Date:
Yvonne Souden	2 4 0 7 2 0 0 9

This is a review of quality of outcomes that people experience in this agency. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the agency:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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 mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

Reader Information

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Information about the agency

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Provider web address:	

Name of registered provider(s):	Jigsaw Creative Care Ltd
Conditions of registration:	
Date of last inspection	
Brief description of the agency	<p>Jigsaw Creative Care Limited is a domiciliary care agency that specialises mostly in supporting adults with learning disabilities, who have complex and challenging behaviour.</p> <p>The Agency was established in 1996 and has an office in Reading close to the main shopping centre. People who use the service mostly live in shared living accommodation with 24 hour support from a staff team employed by the agency.</p>

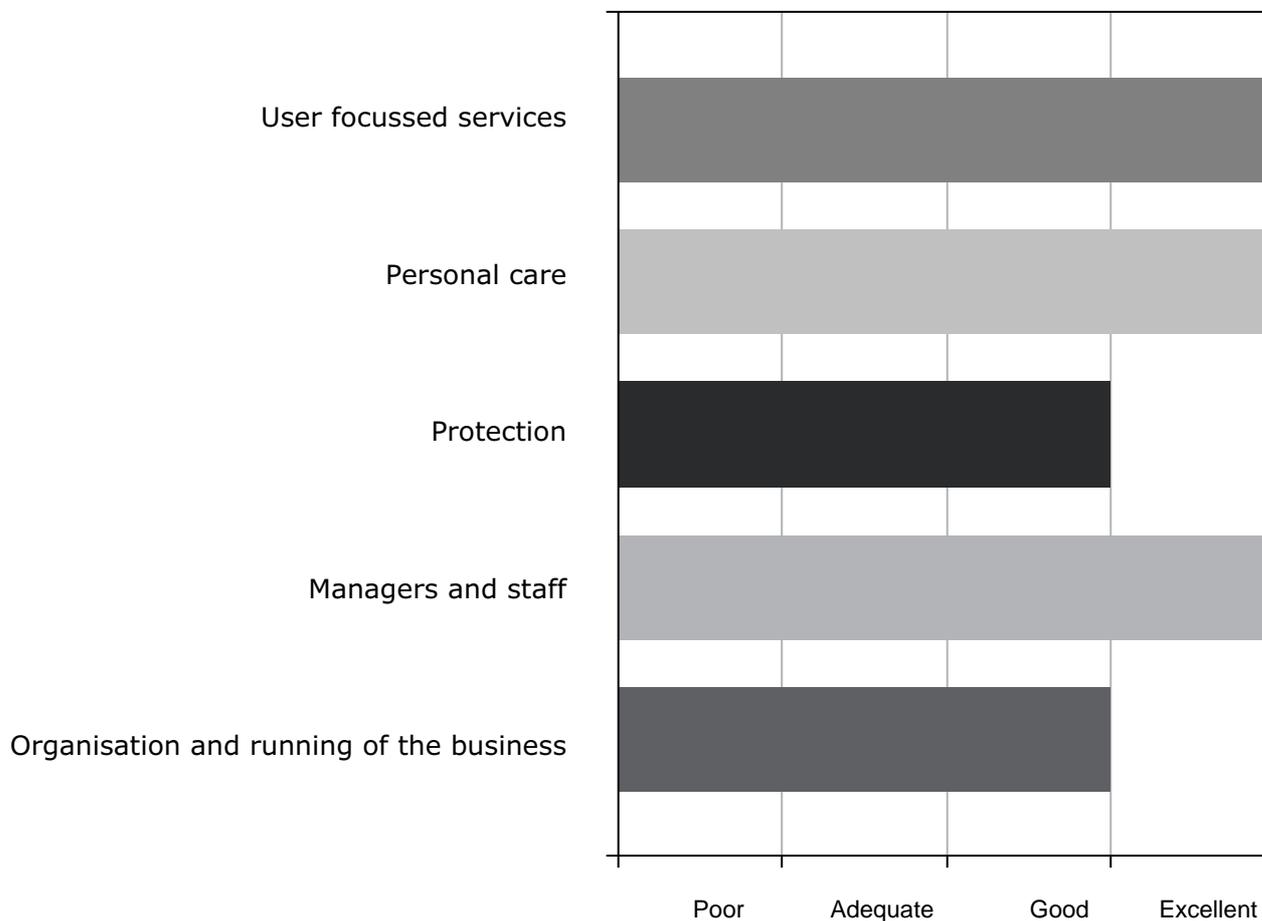
Summary

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 last key inspection took place on the 19th April 2007, and an annual review of the service took place on the 24th April 2008. This key inspection was unannounced and took place on the 24th July 2009. The registered person was present throughout the inspection.

A tour of the premises took place and a number of files and documentation were examined as part of the inspection that included clients files, staff training and recruitment files, quality assurance information and the agencies Annual Quality Assurance Assessment (AQAA) as required by the commission.

We received surveys that we had sent to people who use the service, staff, and health and social care professionals to gain their view of the service provided by the agency.

What the agency does well:

People who use the service are involved in the process of having their needs assessed and reviewed regularly. Support plans have been developed to promote the person's independence and describe how the person wants those needs to be met. People who use the service said that their privacy and dignity is always respected by support staff. Staff say that they receive support from management, and receive a good training programme that helps them meet the needs of the people who use the service.

Staff training and recruitment is good which ensures the protection of the people who use the service. A good quality assurance system ensures the views of the people who use the service and of their family, friends and other people who have an interest in the agency are listened to.

People who use the service benefit from using an agency that is managed well.

What has improved since the last inspection?

The agency has reviewed medication systems used to administer clients' medication. This was because they wanted to support and promote the independence of people who administer their own medication.

The agency continues to monitor and improve the service they provide to make sure people who use the service are safe and that their individual needs are met.

What they could do better:

The agency should improve the detail recorded within their complaints log book, and should keep the main individual record of complaint within the personal file of the person receiving support, and or within the support workers personal file.

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 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 who use the service have their care needs assessed prior to a service being offered and have those needs regularly reviewed.

Evidence:

Health and social care professionals say the agency's assessment arrangements ensure the right service is planned for the people who use the service. One comment was, 'Jigsaw Creative Care is creative, flexible and responsive in meeting individuals' needs'.

Support staff say that they are always given up to date information about the needs of the people who use the service.

Evidence:

Assessments we viewed looked at the needs of the individual, and how to meet those needs and minimise risk whilst promoting the persons independence. Other records show that the agency works well with health and social care professionals to ensure the people who use the service receive the support they need, and that they are fully involved in the review of their assessed needs.

Some of the people who receive support from the agency have complex challenging needs and require one to one support, whilst others require less support. The agency provides 24 hour support to the people who use the service. This includes individual staff teams' to support groups of people within shared living accommodation and to support people who live on their own. People who use the service say that staff are always there to support them.

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.

People who use the service have their health and personal care needs met by a caring and respectful staff team who support the wishes of the client from a detailed plan of care.

The agency's policies and procedures on medication and health related activities protect the people who use the service and assist them to maintain responsibility for their own medication.

Evidence:

People who use the service have a care plan that the agency refers to as the persons 'Essential Life Plan'. The essential life plan is in word and picture format and describes how the person wants to be supported by staff. For example, one plan described the type of challenging behaviour the person could present and how this should be managed by staff.

Other records viewed demonstrate that the agency promotes the independence of their clients, for example, a weekly planner supports the person around the choices they have made, whilst risk assessments detail the persons level of vulnerability, and

Evidence:

has an action plan to minimise the risk of other people taking advantage.

People who use the service say that support staff always respect their privacy and dignity. One client said, 'staff allow me independence time to go out by myself and meet my friends'. Staff say that they receive training that enables them to provide support to the people who use the service, and a social care professional said, 'the agency does well by promoting independence and enabling clients to develop control over their own lives'.

Staff support clients with their medication, and records show that staff have received the training and support they need to carry out this task. Health and social care professionals say that the agency always supports people who use the service to administer their own medication, or to manage it correctly where this is not possible.

Clients risk assessments have been completed to minimise the risk of medication incidents, and confirm if the person is competent to administer their own medication following consultation with the clients care manager and health. The risk assessment is used as a constant monitoring tool, for example, to ensure the medication of a client who administers their own medication is reviewed every two to three days by support staff.

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 and welfare of the people who use the service and staff is promoted and protected by the agency.

People who use the agency are protected by the agencies safeguarding procedures.

Evidence:

The agency has systems and procedures in place to comply with the requirements of health and safety legislation that includes staff training, risk assessments and policies and procedures, for example, reporting and investigating incidents. A social care professional said, 'Jigsaw support individuals with complex and challenging behaviour and refers and manages risks appropriately. They feed back incident reports to me and have a comprehensive internal scrutiny process of these risks'. The agency has safeguarding policies and procedures and staff receive safeguarding adult training so that they know what to do and who to go to should they suspect or witness abuse. Staff say that they know what to do if a person they support or relative/advocate or friend of the person has concerns about the agency and people who use the service say that staff listen to them.

The agency has demonstrated awareness of the multi agency safeguarding adults'

Evidence:

policy and procedure and has referred incidents to the local authority safeguarding team to investigate. Health and social care professionals say that the agency always respond appropriately if they, or a person using the service, or another person have raised any concerns.

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

People who use the service are protected by the agencies policies and procedures on the recruitment and selection of staff.

Staff are trained and receive good support to meet the personal care needs of the people who use the service.

Evidence:

We reviewed the recruitment files for four members of staff. All necessary pre employment checks had been undertaken including two references, employment history and CRB clearance obtained.

Staff said that their induction covered everything they needed to know to do the job when they started. Staff files show that new staff complete an induction checklist that informs them of the agency's policies and procedures, topics specific to clients needs, and documentation used within each of the supported living services.

Staff said that they are given training relevant to their role, which helps them understand and meet the individual needs of the people who use the service, and keeps them up to date with new ways of working. Records show that following staff induction, staff receive further training and refresher training to update their skills and knowledge, and that each staff member has a formal meeting with their line manager

Evidence:

each month to discuss how they are working.

Staff are supported to complete a learning disability qualification and option award as part of their induction. The award can be used at a later date to support the member of staff to achieve a National Vocational Qualification in care (NVQ). Of the 43 care staff employed by the agency 27 have an NVQ in care and 12 are in the process of attaining the award.

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.

People who use the service benefit from a consistent and well managed service that is run in their best interest.

Evidence:

The agency office has all the equipment that the agency needs to manage the service.

It was evident from the records we viewed that the people who use the service receive a consistent, well managed and planned service from the agency's trained and skilled team of carers, management and administrative staff. A social care professional said, 'I have complete confidence in Jigsaw, they are very open to work with and will always engage and seek new ways of working. They provide high quality and consistent staffing and the clients I support have improved considerably since they have been supported by Jigsaw'.

The agency has a complaint procedure that is accessible in written word and in picture symbols. People who use the service say that they know how to make a complaint and who to speak to should they have a concern.

The agency keeps all complement and complaint letters with further communications of outcome within one file. The agency should detail a brief log of complaints received in date order and give a brief account of the complaint, action taken and outcome with

Evidence:

timescales recorded. The full record of complaint and outcome should be kept within the office personal file of the person receiving support, and or within the support workers personal record. This will ensure management have the information they need about the people they support at all times and will assist management within their quality monitoring of the service provided.

The agency has good quality assurance monitoring systems in place to ensure the agency is run in the best interests of the people who use the service. For example, a person the agency supports has developed a questionnaire for professionals and was in the process of sending these out at the time of this inspection, and the agency sends questionnaires to the people who use the service and to those people with a direct interest in the agency to gain their view of the service provided. Further monitoring by the agency includes monthly quality monitoring visits to each service by the area manager, and daily shift reports to the registered manager from each of the services. This keeps the manager fully informed of daily activities within each shared living accommodation, and of any changing occurrences.

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

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

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

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

Helpline:

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Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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