



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	Bright Recruitment Social Care Agency
Address:	Bright Recruitment Social Care Agency Research House Business Centre Fraser Road Perival Middlesex UB6 7AQ

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:
Jean Bovell	2 2 1 1 2 0 0 8

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.csci.org.uk

Information about the agency

Name of agency:	Bright Recruitment Social Care Agency
Address:	Research House Business Centre Bright Recruitment Social Care Agency Fraser Road Perival Middlesex UB6 7AQ
Telephone number:	02085373356
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Email address:	fiona@brightrecruitment.com
Provider web address:	

Name of registered provider(s):	Bright Recruitment Social Care Agency
Conditions of registration:	
Date of last inspection	<input type="text"/>
Brief description of the agency	<p>Bright Social Care Recruitment Agency was established in 2003. The Agency introduces temporary or permanent workers to residential and educational establishments, day centres and outreach projects. The Staff provided by the Agency include high calibre managers, mental health workers, psychologists, advocates and specialists in areas like autism as well as general Care Workers. The Registered Manager has a BA in Social Studies and a Diploma in Social Work. He has a certificate in counselling skills and has studied psychology. The Registered Manager is supported by an Assistant Director, Recruitment Manager, a part time Administrative Assistant, and one full time and one part time Consultant. The Agency currently has approximately 73 active members available for placement. The Agency is based in an office on the ground floor in a business centre on a small trading estate. There are additional rooms in the building that can be made available for use for meetings, interviews and individual consultation. Bright Recruitment Agency is located on bus routes that link Perivale and Ealing underground and mainline stations.</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:

This unannounced inspection was initiated with a visit to Head Office between 10:30am and 3:30pm on 24th November 2008 and was concluded on 12th December 2008.

During the course of the inspection, the agency's policies, procedures, records and documents were viewed. We spoke with the Director/Registered Manager, Operations Manager and Recruitment Consultant. Telephone discussions were held with eight registered care staff and Managers of six services who regularly recruit temporary staff from the agency.

A completed Annual Quality Assurance Assessment (AQAA) was considered.

What the agency does well:

The agency's written policies and procedures are comprehensive and up-to-date.

New care staff receive induction training and subsequent staff training and refreshers are being delivered.

All records are satisfactorily maintained and up-to-date. Staff recruitment files are indexed, well ordered and confidentially stored.

Registered care staff that were spoken with expressed satisfaction with the training, support and supervision delivered by the agency.

Managers of services who are regularly supplied with temporary care staff reported that workers were of a 'high calibre' 'fully trained' 'skilled' and that the agency was 'reliable' 'co-operative' and responded 'promptly' and 'effectively' to complaints.

What has improved since the last inspection?

The agency now employs a Training Co-ordinator for ensuring that the training needs of care staff are being fully met.

What they could do better:

The agency's plans to continue to evaluate training and training methods based on feedback from workers, customers and trainers were stated within the Annual Quality Assurance Assessment (AQAA).

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.csci.org.uk. You can get printed copies from enquiries@csci.gsi.gov.uk or by telephoning our order line -0870 240 7535.

Details of our findings

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Outstanding statutory requirements

Requirements and recommendations from this inspection

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

Not applicable.

Evidence:

Not applicable.

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.

The agency's policy on respect is satisfactory.

Policies and procedures on medication are comprehensive.

Evidence:

The agency's policy on respecting the dignity and rights of service users and promoting their independence, is included in the Code of Conduct and incorporated within induction training delivered to new staff members.

The agency's policies and procedures on medication are comprehensive and Medication Awareness is incorporated within induction training.

Managers of Services that were spoken with reported that staff recruited from the agency were polite in their interactions with clients and respectful of their privacy and dignity during the delivery of personal care.

Evidence:

Records were indicative of subsequent staff training and refreshers on Medication and also Autism and Mental Health being delivered.

Managers whose Services are regularly supplied by the agency with temporary care staff confirmed that agency workers were appropriately trained and knowledgeable regarding the administration of medication.

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

The agency's policies and procedures on Health and Safety and The Protection of Vulnerable Adults are comprehensive.

Evidence:

The agency's policies and procedures on Health and Safety were in place.

Individual training records of care staff registered with the agency were viewed at random. It was reflected that agency staff received training and refreshers on Fire Awareness, First Aid, Food Hygiene, Manual Handling and Health and Safety.

Policies and procedures on The Protection of Vulnerable Adults were appropriately detailed and incorporated Whistle Blowing.

There was documented evidence that staff training and refreshers on The Protection of Vulnerable Adults(POVA) and the Children Act (POCA)were being delivered.

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.

The agency's recruitment procedures are satisfactory.

Agency staff receive appropriate training, support and supervision.

Evidence:

The agency's Recruitment and Selection procedures were in place.

Ten recruitment files were examined at random. All files were indexed, well ordered and confidentially stored.

Each file contained all required recruitment documents.

There was documented evidence that all new staff employed by the agency received induction training based on Common Induction Standards. Subsequent appropriate staff training and refreshers were also delivered.

We were informed by Managers of Services regularly supplied with temporary care staff that agency workers were 'skilled' and 'suitably trained' for meeting the needs of people who received a service.

Evidence:

Supervision records were included within recruitment files and indicated that agency staff received at least six supervision sessions each year. It was indicated also that support was offered over the telephone, when required.

Agency staff that were spoken with confirmed satisfaction with the level of training, support and supervision they received.

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.

The agency is organised and well run.

The complaints and monitoring procedures are satisfactory.

Evidence:

The agency operates from permanent premises. The management structure includes the Director/Registered Manager, Operations Manager and a Recruitment Consultant.

The agency employs an appropriate number of Administrators and the offices contain equipment and resources necessary for ensuring an effective and efficiently run service.

The agency's complaints and monitoring procedures are in place.

Managers of Services that were spoken with reported that complaints relating to agency staff were promptly investigated by the agency and satisfactorily resolved.

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:

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We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

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