

# Random inspection report

## Domiciliary care agencies

Name:	Newcare (Devon) Ltd
Address:	20 Courtenay Park Newton Abbot Devon TQ12 2HB

The quality rating for this agency is:	three star excellent service
The rating was made on:	

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 review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this agency. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this agency, including the last key inspection report, can be found on the last page of this report.

<b>Lead inspector:</b>	<b>Date:</b>								
Andrea East	2	0	0	5	2	0	1	0	

## Information about the agency

Name of agency:	Newcare (Devon) Ltd
Address:	20 Courtenay Park Newton Abbot Devon TQ12 2HB
Telephone number:	01626334261
Fax number:	01626332941
Email address:	info@newcaredevon.co.uk
Provider web address:	

Name of registered provider(s):	Newcare (Devon) Ltd
Name of registered manager (if applicable)	
Mrs Suzanne Johnson	
Mr Richard Stanley Newcombe	

Conditions of registration:									
To include adult service users with substantial physical disability									
Date of last inspection									
Brief description of the agency									
<p>Newcare (Devon) Ltd is the proprietor of this domiciliary care agency, which was initially a local franchise branch of Community CareLine Services Ltd. The agency is based in Newton Abbot.</p> <p>Newcare (Devon) Ltd was incorporated by Richard Newcombe and his sister Gillie in 2000 to become the proprietor of the Lindons care home and of the domiciliary care agency which Gillie Newcombe (recently retired) had previously operated on her own. The agency provides support and care to people with disabilities and older people in their own homes, including some very intensive packages of care.</p>									

## What we found:

We visited the services office and spoke with the service manager, who is currently in the process of registering with us and the responsible individuals for the service.

We looked at care and assessment records. Records were stored in the office as part of a computerised system and as written documents that had been maintained in peoples homes and returned to the office for storage.

We looked at the information people using the service received about the service, including detailed service users guides and staff handbooks. We also looked at the previous inspection report, the services quality assurance records and the Annual Quality Assurance Assessment submitted to us prior to the visit.

Feedback was also obtained from people using the service through questionnaires returned to us before the site visit.

## What the agency does well:

There were good systems in place for recording people needs and sharing this information with relevant staff and the people using the service.

We looked at two peoples care and assessment records. They were detailed records of peoples needs and specific requirements and gave the staff the information they needed to meet peoples needs safely.

Care and assessment records included a range of information from a number of sources including health and social professionals, relatives and the person receiving the service. This information had been regularly reviewed and updated to provide ongoing relevant guidance to staff on how best to meet that persons needs.

People were supported in taking an active part in their care and ongoing assessment and this was reflected in the records examined.

We found good medication management and administration policies and procedures in place as part of the detailed information provided to staff and to the people using the service.

People were supported to look after their own medication and staff had received training and information on safe medication administration, which included an awareness of controlled medication administration.

There were good systems in place for the reporting, recording and responding to accident and incidents. The manager and responsible person confirmed that all staff received information on how to report accident and incidents including potential abuse issues and how best to record these incidents.

Accident and incident records were examined and a recent safeguarding incident was discussed. In which the manager and responsible person had taken appropriate action to

ensure peoples safety and minimize any potential further risk.

There was good recruitment, selection, training and supervision for staff. Two staff recruitment files were examined and they included all recruitment checks such a references, police checks, medical and employment histories. Files also included records of staff training, supervision and ongoing monitoring of performance.

Staff training records also included detailed information on staff induction. The manager and responsible individual confirmed that staff received a comprehensive staff handbook, specialist training where necessary and practical supervision (shadowing with trained and experienced staff).

When asked the question what does the agency do well, comments included in surveys from people using the service were: All of it, cooperate as much as possible, the individual carers are very kind and understanding.

### **What they could do better:**

There were no requirements or recommendations made at this site visit

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 2.

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, 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, 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

## Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Domiciliary Care Agencies can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or got 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](http://www.tso.co.uk/bookshop)

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.