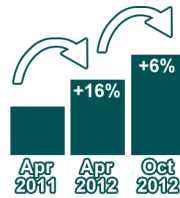


# Not just a number: Home care inspection programme

## Background



The number of people being cared for in their own homes is increasing and this trend will continue well into the future.

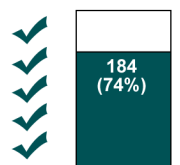


The number of home care agencies registered with us went up by 16% in 2011/12 and a further 6% in the first half of 2012/13.

## Our inspection programme



During the programme, we inspected 250 agencies - 208 were owned privately, 22 by councils and 20 by voluntary organisations.



Their sizes ranged from 'micro' agencies to one caring for more than 700 people. Overall, 184 (74%) were meeting all five standards.

### What worked well

Our inspectors found a lot of good practice that could be reflected in all home care. Here, we have highlighted some of these to help drive improvement.

**Relatives and carers are routinely involved in decisions about care**

**Inductions for staff include training, supervision and shadowing of more experienced colleagues**

**People's views are gathered in a variety of ways; survey results are acted on and inform improvements, which are communicated back to people**

**There is good written information about the services and choices and this is explained face-to-face**

**All staff undergo a criminal record check and have a clear understanding of what constitutes abuse, including failure to provide care in the right way**

**People are encouraged to express their views. Detailed records are kept showing their preferences and care plans in the home are up to date**

**Staff understand people's illnesses (and have a good knowledge of dementia) so are able to provide the right amount of support**

**Care workers are properly introduced before starting, there is continuity of staff and any changes are notified in advance**

## What needs to improve

In our report, we highlight the following areas for improvement and make recommendations on each...



Late and missed calls



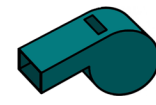
Lack of consistency of care workers



Lack of support for staff and failure to address ongoing issues around travel time



Poor care planning and a lack of regular review



Staff understanding of their safeguarding and whistleblowing responsibilities