



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Domiciliary care agencies

Name:	Renaissance Personnel Limited
Address:	5 & 7 Lower Ground Floor Highgate Road London NW5 1JY

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:
Pearlet Storrod	2 2 1 0 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

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
Copyright	Copyright © (2008) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.
Internet address	www.csci.org.uk

Information about the agency

Name of agency:	Renaissance Personnel Limited
Address:	Highgate Road 5 & 7 Lower Ground Floor London NW5 1JY
Telephone number:	08448481411
Fax number:	08448481412
Email address:	dennis@renaissancepersonnel.co.uk
Provider web address:	

Name of registered provider(s):	Renaissance Personnel Limited							
Conditions of registration:								
Date of last inspection	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Brief description of the agency	Renaissance Personnel Limited has been operating as a Domiciliary Care Agency since May 2006 when it was registered with the Commission for Social Care Inspection. The agency is located in Highgate Road, Kentish Town. Renaissance Personnel Limited recruits and trains care workers to provide care and support to service users living in their own homes. Renaissance Personnel Limited is also registered to operate as a Nursing Agency. Service costs were not available for use in this inspection report. The cost of care is available in the Service Users Guide. The agency's charges start at £14.00 to £18.00 per hour							

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 quality rating for this service is 3 star. This means the people who use this service experience excellent quality outcomes.

The last key inspection took place on 19 September 2006.

This process of the inspection begun on 16 October 2008; it took twelve hours to complete the inspection. This entailed sending out three surveys to people who use the service and six surveys to staff. I spoke with two relatives of people who use the agency's services to ascertain their views about the services received by their families, as no surveys were returned to us. I met one staff in the office whilst conducting the inspection and interviewed her; I also spoke with a care worker who telephoned the

office to get their views about the way the agency is being managed and to test their knowledge and awareness about the services provided including their training and supervision needs.

As part of the inspection process a number of policies and procedures were examined, including an assessment of the care plans, risk assessments, quality assurance system, complaints management and other records were scrutinized. Three staff files and three files for people using the service were also looked at.

What the agency does well:

The family members with whom I spoke made favourable comments about the services provided to their relatives by the agency. Two staff members that I spoke, made positive comments about the way in which the agency is managed.

There continues to be an excellent recruitment and selection process in place and the policies and procedures were recently reviewed and are succinctly written including the care plans which are person centred.

What has improved since the last inspection?

Two requirements made previously have been addressed. The quality assurance questionnaire system has extended to include feedback from the Commissioner of services.

What they could do better:

The service could improve their statement of purpose by including all the services that the agency provides and the principles of care in to the document to make it more informative for people using the service and for prospective people who use services.

The agency could also add the name of the agency to their window in the interim until planning consent is given for a sign post, this would it easier for visitors to find the agency.

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

Contents

User focussed 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)

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.

Quality in this outcome area is good. This judgement has been made using the available evidence including a visit to this service. People who use services have their needs individually assessed prior to a service being provided. They know that the agency can meet these needs.

Evidence:

People who use services receive information from the agency prior to services being offered. An assessment of needs is also conducted beforehand. This was confirmed by two relatives whose family member receive care support services from the agency; there was documentary evidence also available to substantiate the standard as being

Evidence:

met.

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

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. Carers have the relevant skills and information to ensure that people who use services have their needs met.

Evidence:

Personal care is conducted in a sensitive manner and in a dignified way at all times. Two family members with whom I spoke confirmed their satisfaction with the services provided by the agency.

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.

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. The welfare of people who use the agency's services are protected.

Evidence:

In general people who use the service are protected and safeguarded. Mandatory training and refresher courses are undertaken. Appropriate risk assessments are in place together with the necessary protocols for the safeguarding and protection of vulnerable people. The policies make reference to "No Secrets" and "Every Child Matters", following discussion with the local authority. Staff demonstrate awareness of the reporting system and practice should the need arise to report an incident.

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.

Quality in this outcome area is excellent. This judgement has been made using available evidence including a visit to this service. People who use services continues to be protected by the agency's comprehensive recruitment protocols.

Evidence:

The agency continues to have in place an excellent recruitment and selection protocol. Of the three staff files examined all necessary documents and relevant checks had been conducted.

Training, supervision and appraisals occur.

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

Quality in this outcome area is good. This judgement has been made using available evidence, including a visit to this service. The registered manager ensures that people who use services receive a consistently well managed service.

Evidence:

The agency is well managed. It is also registered as a nursing agency and is enrolled with (PASSA) the Purchasing and Supplies Service Agency to supply nurses to hospitals. It is registered to conduct CRB processes. The Manager has the post graduate diploma in management, is registered as RMN and is qualified as Master of Science in Mental Health Interventions.

The outstanding requirements made previously have been addressed.

Complaints management is sound. People who use services are encouraged to express their views. Quality assurance systems are in place for people who use services and Commissioner of services.

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
1	2	14(1)(2)	The Registered Person must ensure that an assessment of the needs of each service user is carried out prior to a service being offered. The assessment of need must form the basis of the initial care plan and be kept on the service users file.	31/10/2006

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
1	1	The statement of purpose should be reviewed by pulling pertinent information such as the services that the agency provides, the principles of care and the experience and skills of staff together, to make it more informative.

Helpline:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.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.

Copyright © (2008) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.