



4 Monthly Spot Check and Evaluations for Capital Homecare 2023

Care 4 Quality Ltd

www.care4quality.co.uk

 HOME CARE SERVICE

Capital Homecare (UK) Limited






 Overall: Requires improvement

77A Woolwich New Road, London, SE18 6ED (020) 8854 8665

Provided and run by: Capital Homecare (UK) Limited

Overview

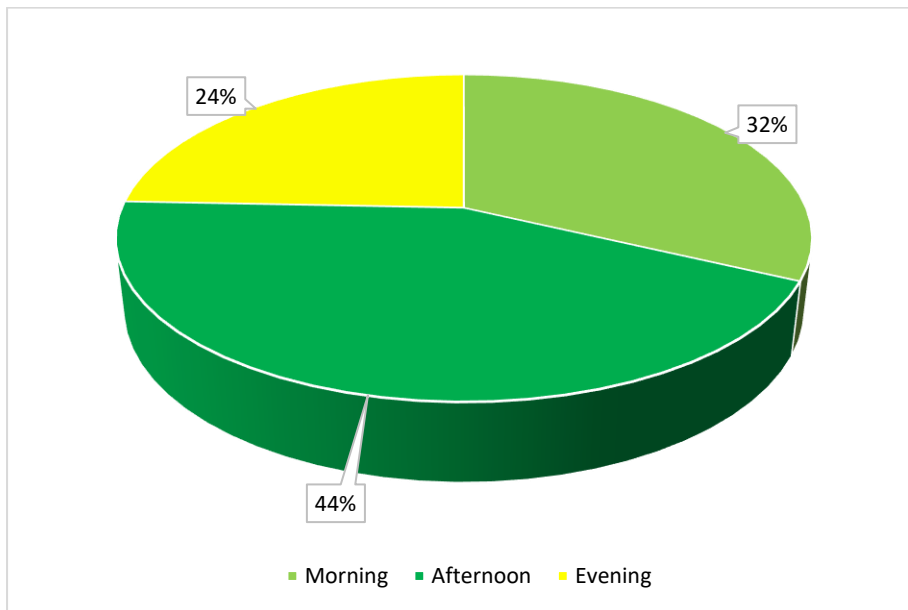
Latest inspection: 9 August 2021 Report published: 2 October 2021

Safe	Good 
Effective	Good 
Caring	Good 
Responsive	Requires improvement 
Well-led	Requires improvement 

78 responses analysed

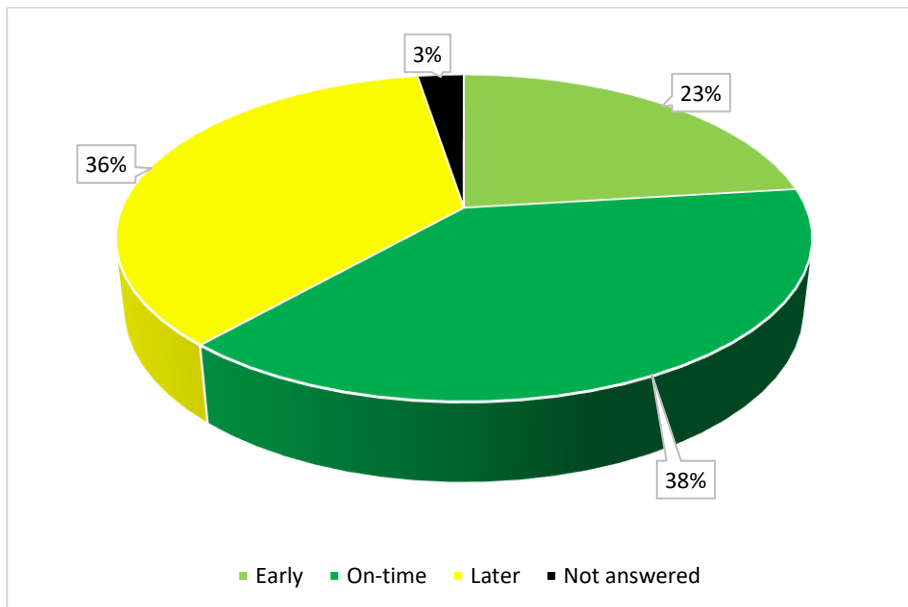
*Three types of quality assurance surveys were carried out by Capital Homecare: telephone surveys, postal surveys, and face to face surveys. The raw data for these were passed to Care 4 Quality who collated and analyzed the results. The results of the spot checks are in this document and there is also a separate report which records the overarching themes across the three types of quality assurance surveys used with evidence from these spot checks used to support findings. **Please note that not all surveys contained the covid-19 related questions.***

1. What time was the call scheduled for?



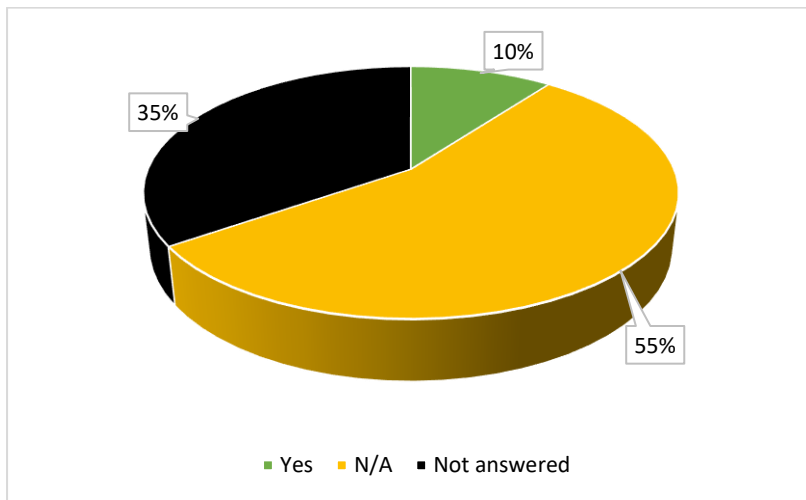
Morning: 25
Afternoon: 34
Evening: 19

2. What time did the CSW arrive?



Early: 18
On-time: 30
Later: 28
Not Answered: 2

3. If the carer was late did, they offer an explanation?

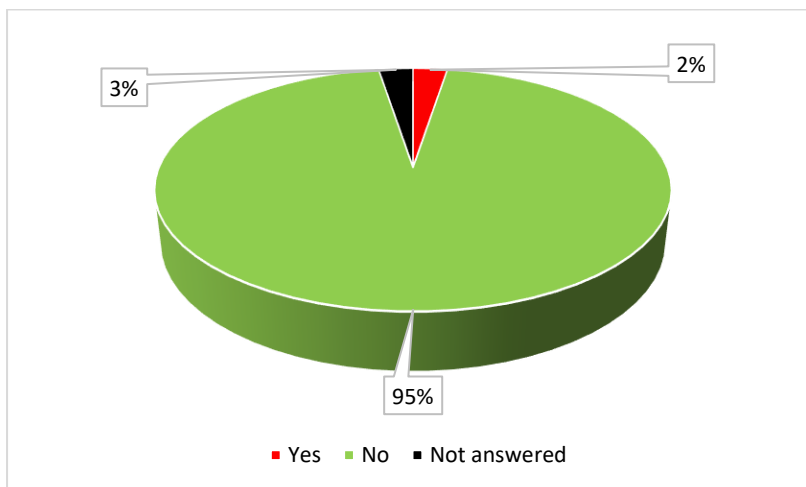


Yes: 8

N/A: 43

Not Answered: 27

4. Has the time of the call been changed without authorisation from the office?

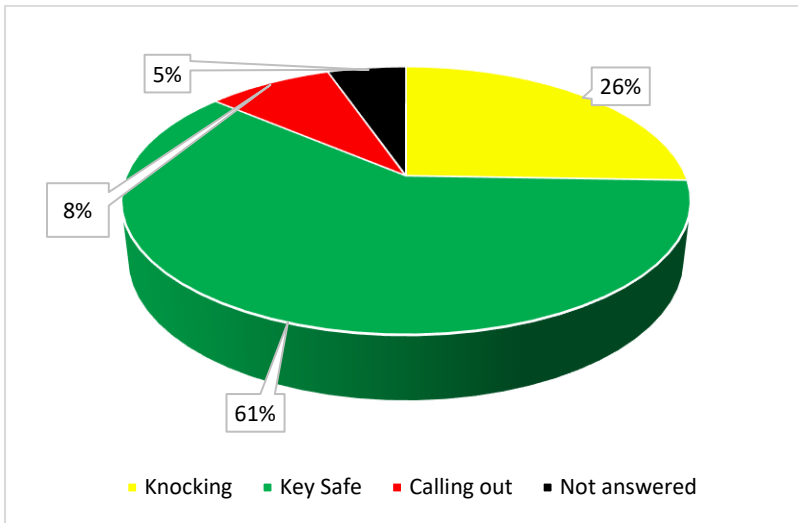


Yes: 2

No: 74

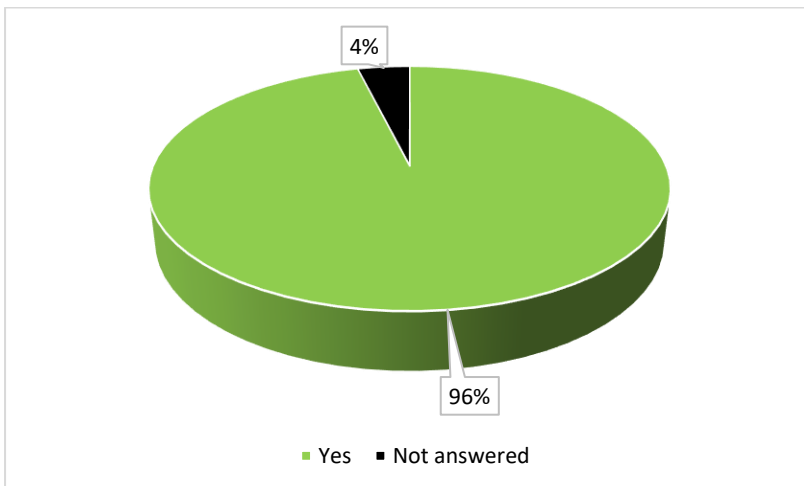
Not Answered: 2

5. Did the CSW announce their arrival to the SU by knocking, key safe or calling out?



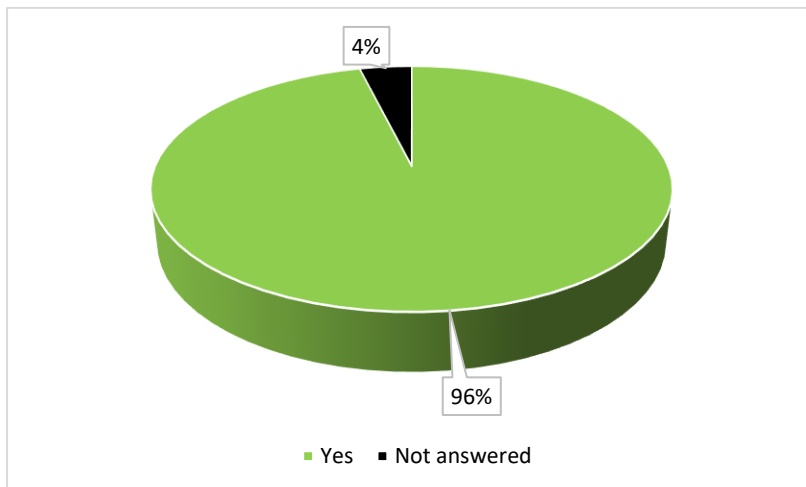
Knocking: 24
Key Safe: 57
Calling out: 8
Not Answered: 5

6. Did they gain consent from the SU to give care, prior to commencing to assist the SU?



Yes: 75
Not Answered: 3

7. Did they explain to the client what they were about to do before commencing the task?



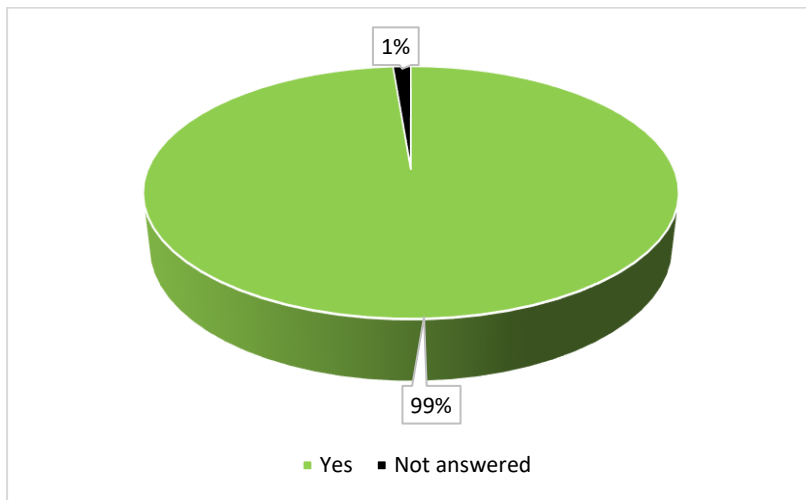
Yes: 75

Not Answered: 3

Additional Comments
CSW announced their arrival and gained consent before starting the task (this answer given 2 times)
N/A (this answer given 4 times)
Both carers greeted Mildred on arrival. They gained clients' consent and began providing service
Carer greeted Elizabeth, gained her consent, and continued to assist Elizabeth.]
Daniel requested for the CSW to come early at the lunch call
CSWs gained access via key safe, greeted Eileen and gained consent from her to give care before starting
The CSW's announced their arrival to SU, gained consent and asked the SU choice of task to begin with
Safia greeted Nora and gained her consent prior to starting of service
Greeted, announced their arrival and gained the client's consent
CSW announced their arrival (this answer given 2 times)
Greeted, and gained consent prior to starting tasks to be done
CSW greeted and announced his presence
The carer explained all tasks to be done to Mr Waller and obtained his permission
Combination of using the intercom and key safe
Gained consent before commencing the task
CSW announced herself, greeted the SU and gained consent
The carer greeted and gained consent before starting service
The CSW announced their arrival to SU, gained consent and asked the SU choice of task or sequence before starting (this answer given 2 times)
I met the carer while providing service. SU and CSW get along, and normally gains consent in writing due to SU's learning condition
All tasks were explained to Jackie before commencing although she is non-verbal
The carers asked for permission and explained all the tasks to be completed before starting service
Pamela was not feeling well. The carer was gentle and explained all tasks to be completed to Pamela

Greeted Maija and gained consent before commencing the tasks
Both carers washed their hands, greeted, and gained consent before starting to provide service
The carer gained consent and greeted the SU prior to starting service provision
All tasks to be done were explained to Jaqueline
The carer sought permission and explained all tasks to be carried out
All tasks to be completed were explained to David
SU informed and gained consent prior to giving assistance by CSW
Both carers greeted Mildred on arrival. CSW gained the client's consent and began providing care
Carers announced their arrival and gained Ellen's consent prior to starting service delivery
The carer uses the key fob for the main entrance and knocks on the front door. The carer announced her arrival and gained Claris's consent
CSW announced his arrival and gained Ronald's consent and started assisting Ronald
Carers greeted, gained consent and explained what they were about to do (this answer given 2 times)
Although Michael has dementia, all tasks are explained to him before commencing
Fadumo announced her arrival, greeted and gained the client's consent to carry out tasks due
Although Jaqueline is non-verbal, the carers were explaining all tasks to be done before doing them
The carers asked for permission and explained all tasks to be completed before commencing the service (this answer given 2 times)
Fadumo greeted Maiga and gained consent to provide planned service
Carers announced their arrival, greeted and gained Margaret's consent to provide service
The carers explained all tasks to be done at the start however, they did not remind Millicent before each task
Halima greeted and gained the client's consent prior to starting service
Abukar greeted the client properly and explained all tasks to be done
The carer explained all tasks to be done to Peter before commencing. Peter was also asked by the carer if he wanted or needed anything
All tasks were explained before commencing
The Carer greeted SU and asked what she would like for tea. The request was then made
Andrea was greeted by both carers. They asked for consent before delivering service and all tasks to be done were explained
On arrival, CSWs washed their hands and greeted Francis before starting to deliver service
All tasks to be done were explained to Audrey
Carers gained consent and greeted Christine prior to starting service but Christine was not responsive. Family and emergency services were informed
Dexter cannot communicate his needs. Carers have to anticipate and provided his care accordingly
The carer greeted the SU and gained his consent prior to commencing service
Gained consent from Margaret prior to starting service
Carers announced their arrival and greeted Carmella. They gained consent and started providing service

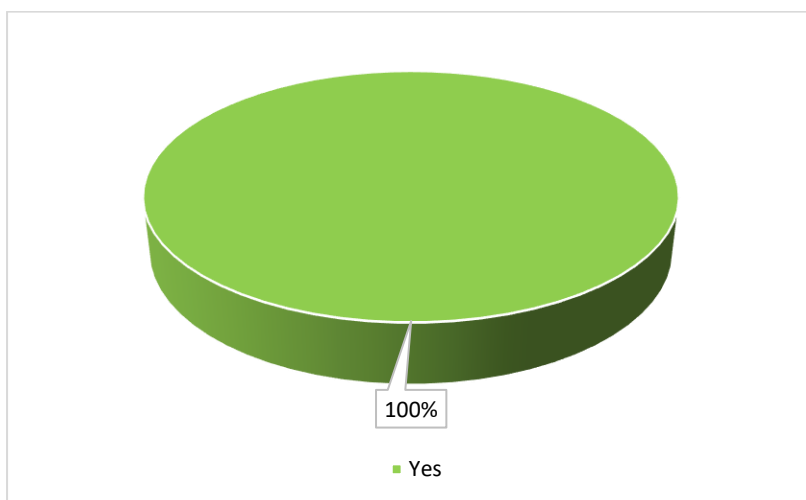
8. Did the CSW treat the SU with dignity and respect at all times?



Yes: 77

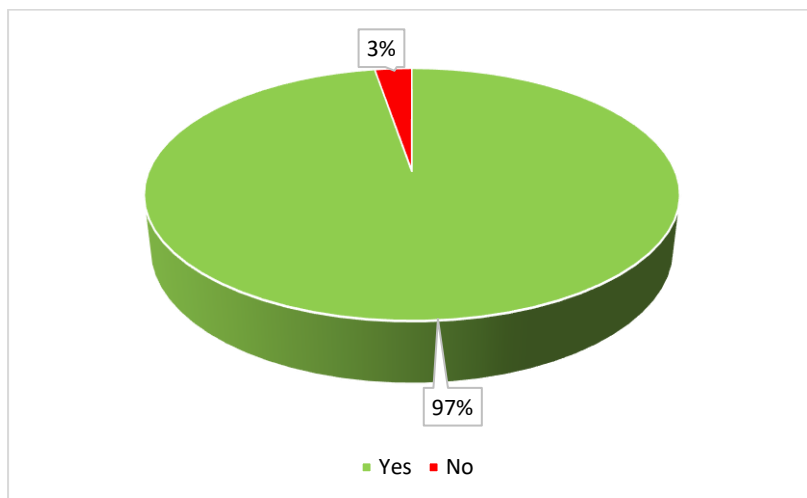
Not Answered: 1

9. Did they listen to what the SU said?



Yes: 78

10. Did they go at a pace to suit the SU?



Yes: 76

No: 2

Additional Comments
The carer was very gentle and respectful with Rose
CSW respected and went with the client's pace, and provided service that was sensitive to her needs
Dignity and respect maintained, good interaction between CW and SU (this answer given 3 times)
Good working relationship
Dignity and respect are maintained at all times (this answer given 6 times)
Dignity and respect were maintained (this answer given 15 times)
Respect and dignity maintained. Service sensitive to Nora's needs provided by Safia
Respect was maintained throughout the call service (this answer given 3 times)
N/A (this answer given 6 times)
The carer was very respectful to Adelphine
The carer was going a little bit too fast for the service user but once addressed he slowed down his pace
The carer was very respectful to Jaqueline
Respect and dignity were maintained at all times. CSW's pace was suitable for the SU (this answer given 2 times)
The service was completed at a pace that was suitable for Violet. The carers were very respectful towards her (this answer given 2 times)
The carers went at a pace that was suitable for Pamela although she was in a lot of pain
CSW's respected and went with the SU's pace and provided service that was sensitive to the SU's needs (this answer given 2 times)
Jaqueline is non-verbal, and the carer was very respectful and patient
Both carers maintained the client's dignity and gave respect
The carer was very respectful to David
Carers respected Ellen and made decisions in Ellen's best interest as she's non-verbal and cognitively impaired
The carer was very respectful to Michael
Treated Andrea with respect and dignity. They also had to initiate Andrea's needs and interacted well with her
Fadumo was respectful towards Maiga and maintained her privacy

The carers were very respectful however, Millicent asked for them to slow down as she was in pain

The carer was gentle in handling Michael

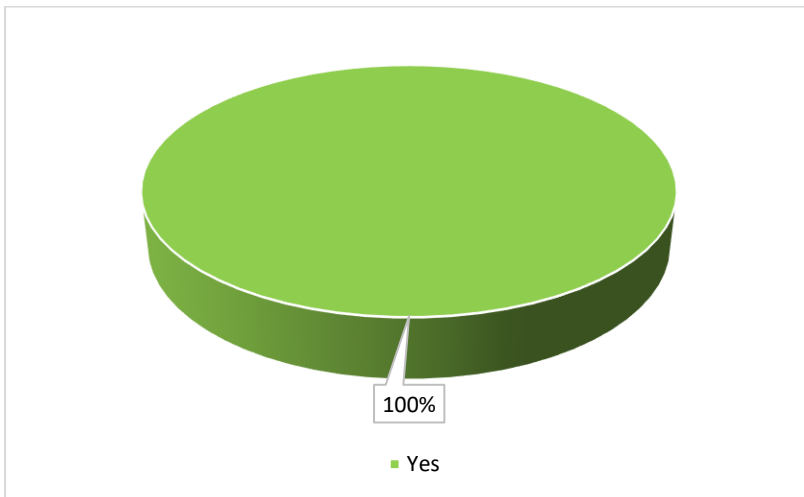
Abukar was respectful to the client and went at a pace that was comfortable for Michael

Andrea was treated with respect and dignity. Carer used their initiative to provide service and made Andrea feel included

Both the SU and Carer understand each other well and get along

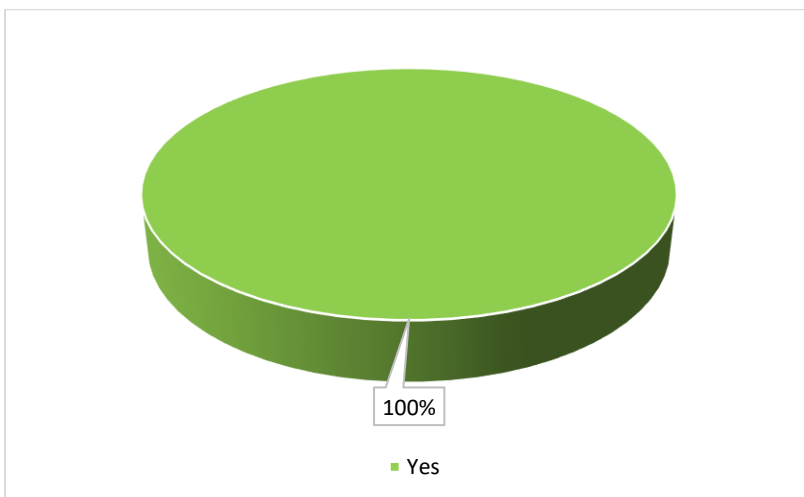
CSWs treated Francis with dignity and respect. Also observed a good interaction

11. Was the care administered as per the care plan?



Yes: 78

12. Was the CSW aware of the care plan?



Yes: 78

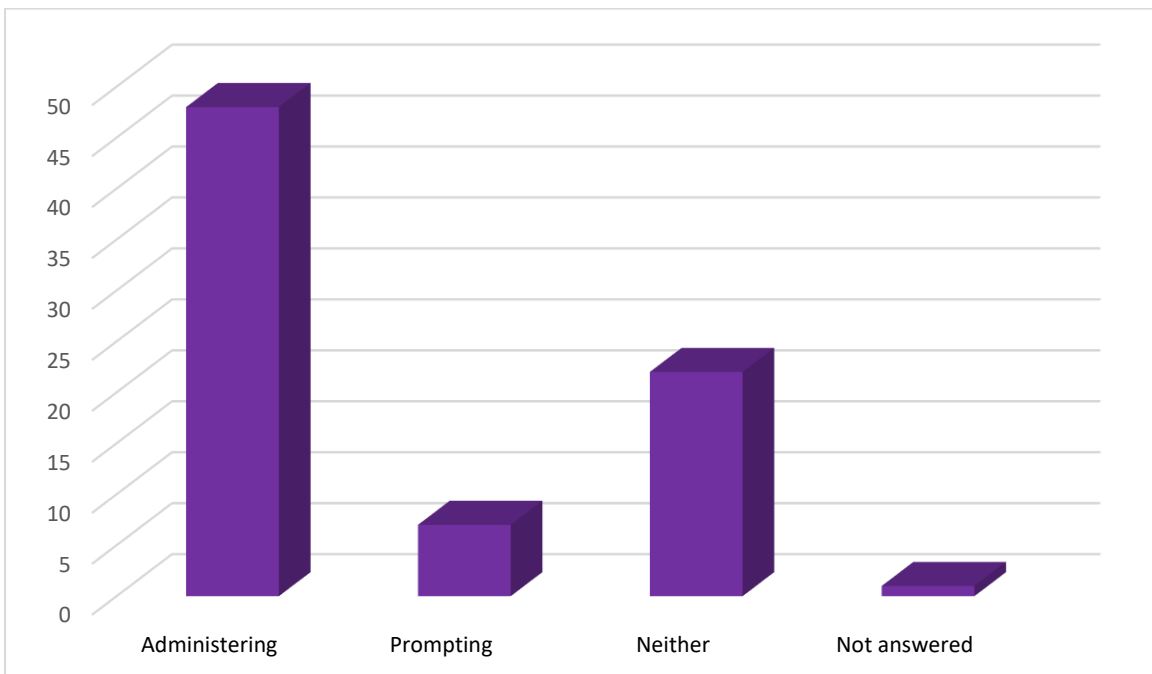
Additional Comments

The care plan was followed (this answer given 23 times)

N/A (this answer given 19 times)

Tasks carried out and service provided as per care plan.
The care plan was followed accordingly (this answer given 8 times)
The care plan was adhered to properly (this answer given 3 times)
The carer followed all the tasks to be completed in the care plan
The care plan is well adhered to and the service provided is sensitive to PT's personal needs
The care plan was in place and the carer was aware of it (this answer given 2 times)
The care plan was adhered to accordingly (this answer given 3 times)
The care plan was in the folder and the carer was aware of the care plan
A temporary care plan was adhered to
The care plan needs to be updated following hospital discharge
A new care plan was followed but the current one needs updating following hospital discharge
Care was administered as the per care plan at SU's request

13. Is the CSW responsible for administering or prompting the SU to take their medicines? Do they prompt or administer medicines?



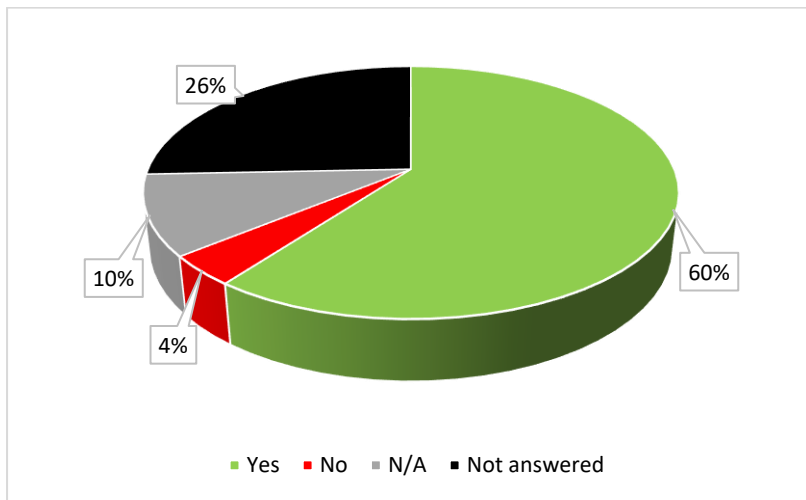
Administering: 48

Prompting: 7

Neither: 22

Not Answered: 1

14. Did they manage the medicines safely?



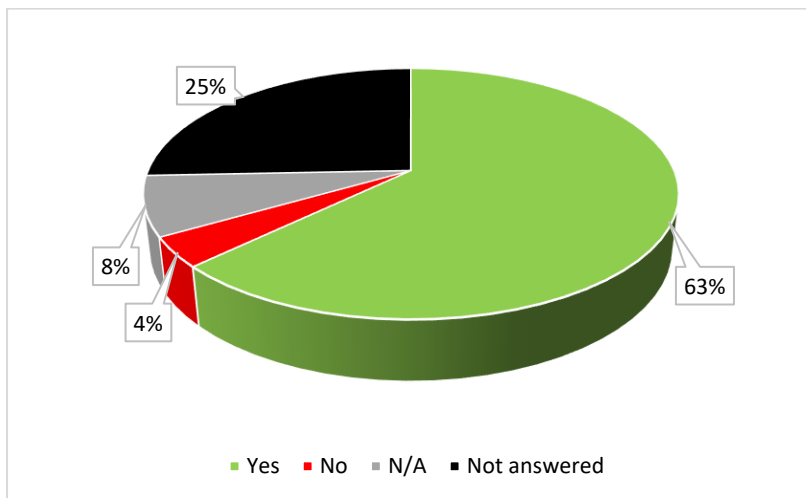
Yes: 47

No: 3

N/A: 8

Not answered: 20

15. Were the medicines correct?



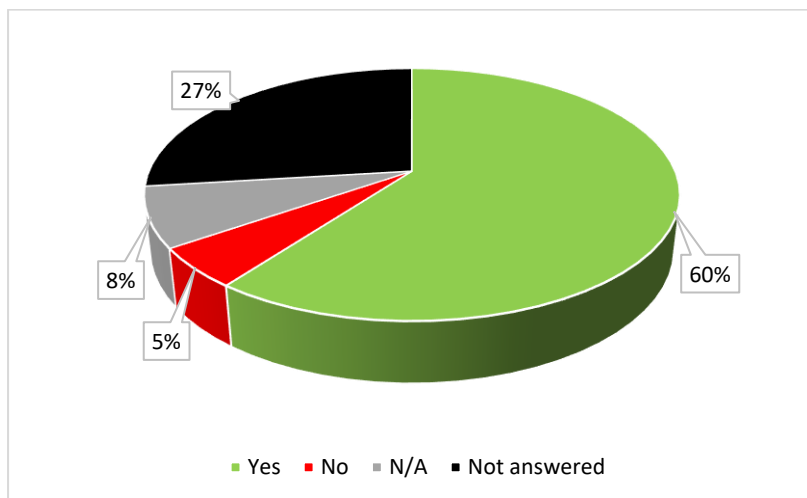
Yes: 49

No: 3

N/A: 6

Not Answered: 20

16. Did they sign the MAR sheet?



Yes: 47

No: 4

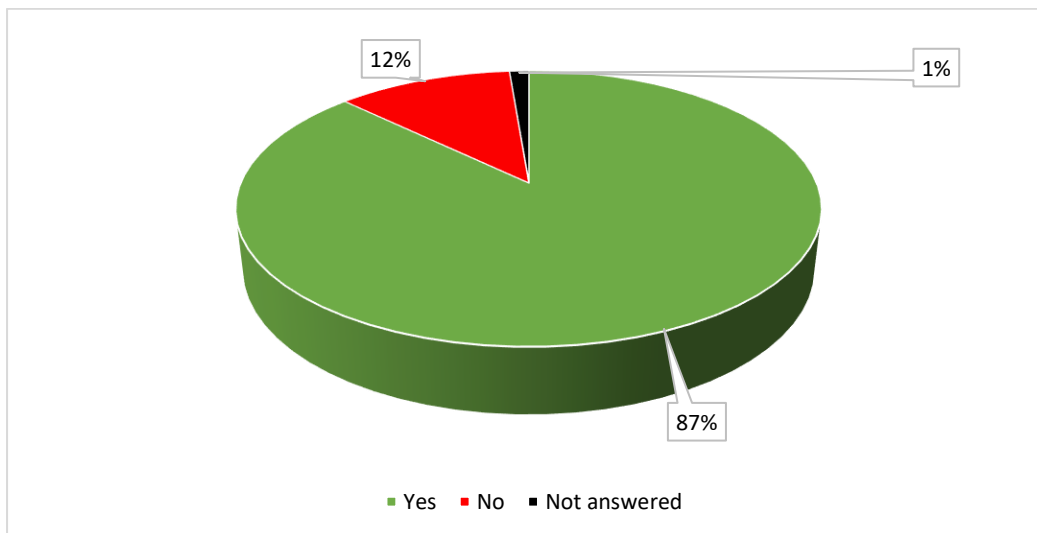
N/A: 6

Not Answered: 21

Additional Comments
The carers administered Rose's medication with some water after her breakfast
Both CSW's are responsible for medication however, no medication is given at this call
Elizabeth's son Hugh is responsible for his mother's medication
CHC is not responsible for Jamie's medication
No MAR chart as changes took place recently, will be done
Mrs Smith is responsible for her medication intake
MAR needs to change to administer due to Nora's dementia
Medication was administered as per MAR chart instruction (this answer given 3 times)
MAR signed daily and instructions were followed (this answer given 2 times)
Medication was given safely and the MAR chart was recorded accordingly (this answer given 3 times)
N/A (this answer given 2 times)
William is self-medicating
Patrick is self-medicating and has the capacity
MAR chart was signed and appropriately and administered safely (this answer given 4 times)
Mrs Smith is responsible for her medication intake
MP is self-medicating
CHC is not responsible for MP's medication
Medication was administered appropriately (this answer given 4 times)
Medicines were managed safely, and the MAR chart was signed daily (this answer given 3 times)
No medication was given during this call. MAR chart was signed and correctly reflected SU's medication
The family is responsible for BC's medication
MAR chart was signed and up to date (this answer given 7 times)
Mrs Martin's daughter Ana is responsible for her medicine
No concerns
The client is not compliant, relevant individuals will be informed
Ellen's swallowing is becoming difficult. GP notified

CSW managed Ronald's medication safely and signed the MAR chart
Mrs Tulloch is self-medicating and has full mental capacity
The medication was administered appropriately
Andrea is Level 3, nurses attend to administer using a special technique
Violet is a level 2 medication client. The carer administered the medication and the MAR chart was signed
Margaret's medication is administered by the carers
The client is self-medicating (this answer given 3 times)
No medication was due at the time of this visit
Carers are responsible for administering Mildred's medications
The client refused to take her medication. Recorded in the logbook
Carers are responsible for administering Ermine's medications
Due to no response, Christine was not drinking or eating
Sophia's husband Sam is responsible for her medication
Medication is administered by Dexter's mother
Margaret and her son both manage and Margaret self-medicates
Her son is responsible for administering Carmella's meds

17. Did the CSW carry out personal care tasks?

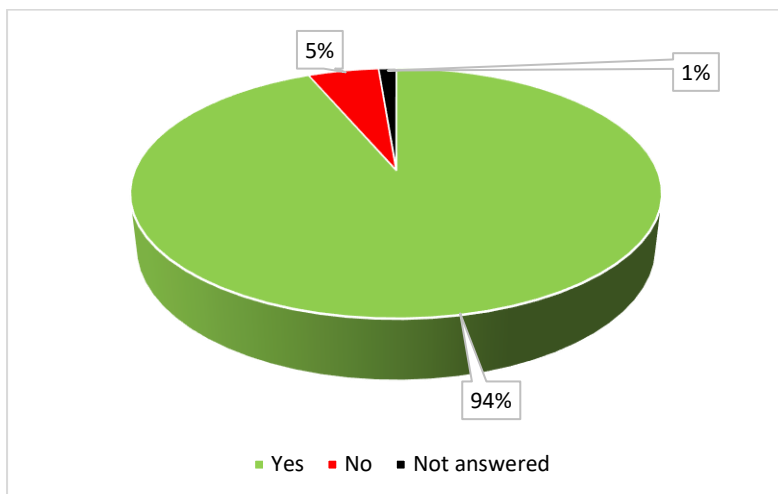


Yes: 68

No: 9

Not Answered: 1

18. Did they use PPE appropriately?

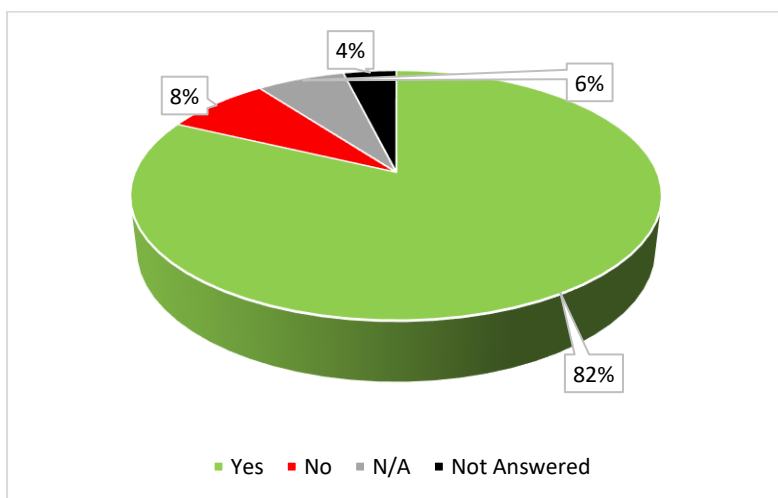


Yes: 73

No: 4

Not Answered: 1

19. Did they dispose of any incontinence products appropriately?



Yes: 64

No: 6

N/A: 5

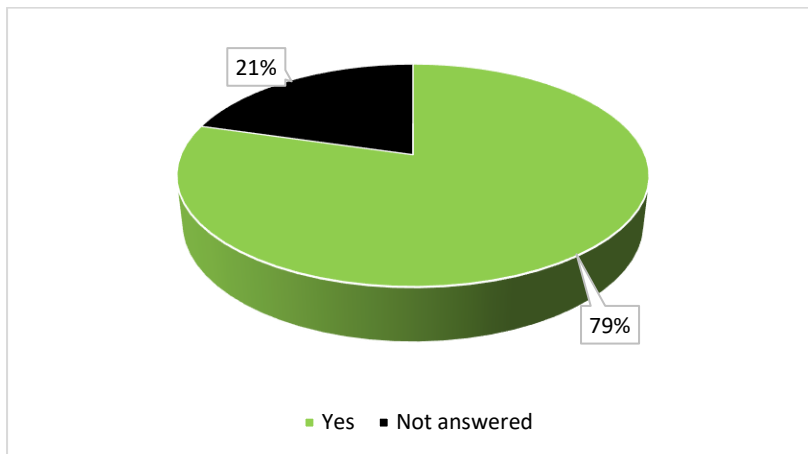
Not Answered: 3

Additional Comments
PPE was worn, personal care tasks carried out, and incontinence was disposed of appropriately (this answer given 2 times)
Carers gave strip wash and changed Rose's pad. All incontinence rubbish was taken out by the carer
PPE worn, incontinence pad changed and disposed of appropriately (this answer given 9 times)
PPE worn, commode emptied and cleaned properly

Bed washed, dried, creamed, and put on a new pad. Incontinence waste is disposed of appropriately
CSW's transferred Mrs Smith to the commode and then assisted her to clean herself, emptied and cleaned the commode and disposed of the pad
Nora requires reminders, she's independent with her toilet and personal care needs
PPE worn, incontinence products disposed of appropriately (this answer given 3 times)
Assisted the client with commode and incontinence products disposed of appropriately (this answer given 2 times)
The carer assisted with William's toileting needs
All incontinence items were disposed of appropriately (this answer given 10 times)
PPE was worn, personal care was carried out and incontinence sheets and pads were disposed of accordingly (this answer given 3 times)
Incontinence products are disposed of and cleaned well (this answer given 4 times)
CSW transferred SU to the commode, then assisted appropriately and disposed of and cleaned the commode
Incontinence products were disposed of appropriately and used items and surfaces were cleaned. PPE was worn correctly (this answer given 2 times)
PPE worn and personal care undertaken, and incontinence products disposed of appropriately (this answer given 7 times)
Violet was given a morning strip wash and her pad was changed, the carer wore their PPE and all incontinence rubbish was disposed of appropriately
The carer cleaned and emptied the commode, changed Pamela's pad and all incontinence rubbish was disposed of appropriately
Used items were cleaned and incontinence products were disposed of appropriately and PPE was worn correctly
Assisted with washing and all incontinence rubbish was disposed of appropriately (this answer given 3 times)
N/A (this answer given 2 times)
PPE was worn appropriately, and no incontinence products were disposed of. Claris is able to toilet independently
Evening personal care was done by the care. All incontinence rubbish was disposed of. There was a bed sore that his nephew contacted the GP about
Violet was given her morning strip wash and her pad was changed and all incontinence rubbish was disposed of when leaving
No personal care tasks are due at this visit
The carer supported Peter with his morning personal care by getting his items ready and ensuring it was carried out to a high standard
No incontinence products involved
Ermine used the commode and the carers cleaned her and changed her Inco-pad

Numbers 2, 5, 10 – 20 and 22, 23, and 27 go up to question 19.

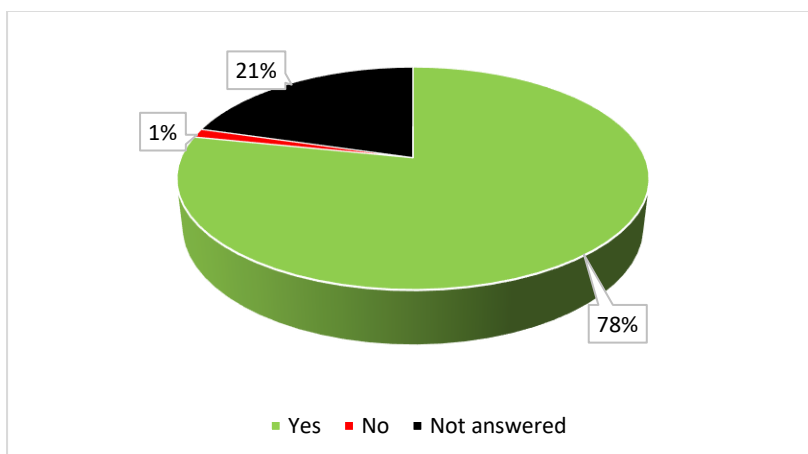
20. Did the CSW complete the daily log sheet?



Yes: 62

Not Answered: 16

21. Was the entry appropriate?

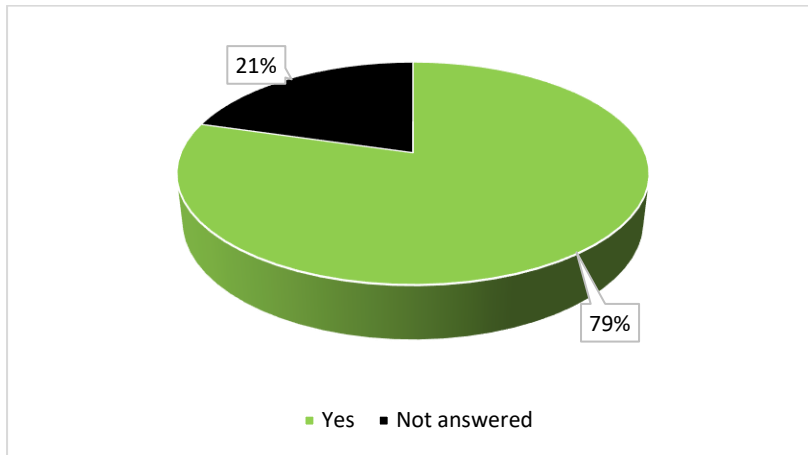


Yes: 61

No: 1

Not Answered: 16

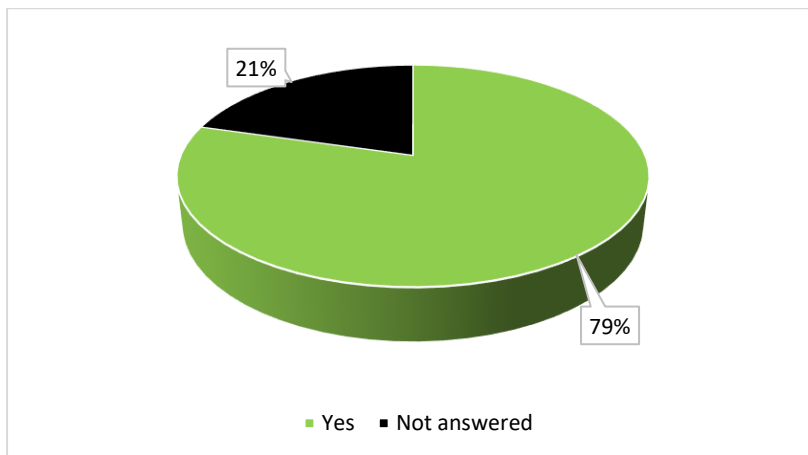
22. Did they sign the sheet?



Yes: 62

Not Answered: 16

23. Had it been filled in for every call?



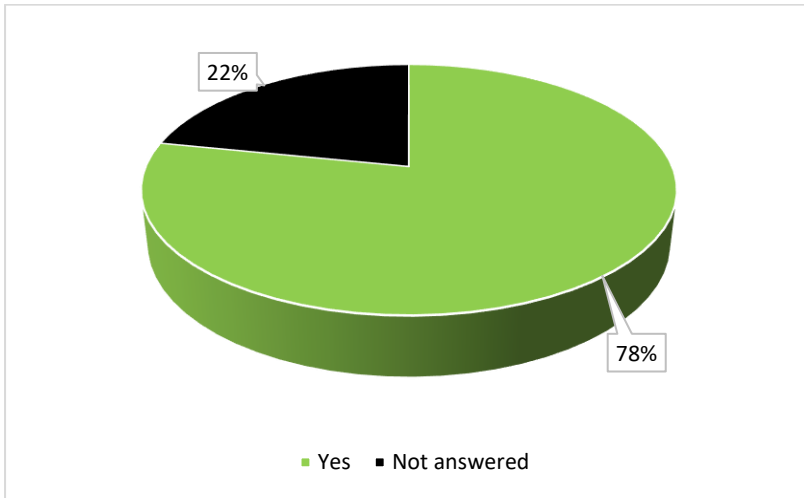
Yes: 62

Not Answered: 16

Additional Comments
Logbook filled in daily, appropriately and signed for every call (this answer given 3 times)
N/A (this answer given 4 times)
All call logs are recorded daily (this answer given 12 times)
The logbook required more detail for all tasks done at each visit (this answer given 4 times)
The logbook was detailed and well-recorded (this answer given 3 times)
Daily logbook completed daily with appropriate entries (this answer given 9 times)
The logbook was filled for each visit with appropriate entries (this answer given 6 times)
The logbook was filled out for each visit and was up to date. All entries were detailed and appropriate
Logbook was filled in daily appropriately and signed for every call
The logbook was well recorded and up to date (this answer given 7 times)
All call logs are recorded daily
CSW completed daily logs with appropriate entries

No concerns identified

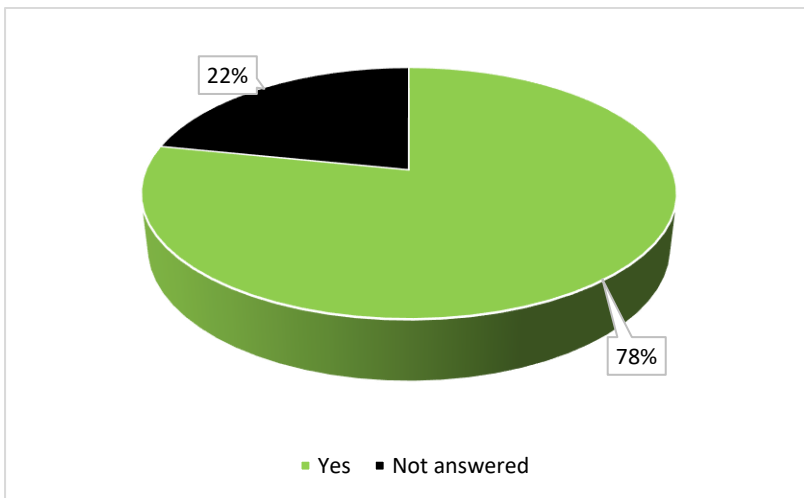
24. Was this still in the SU's home?



Yes: 61

Not Answered: 17

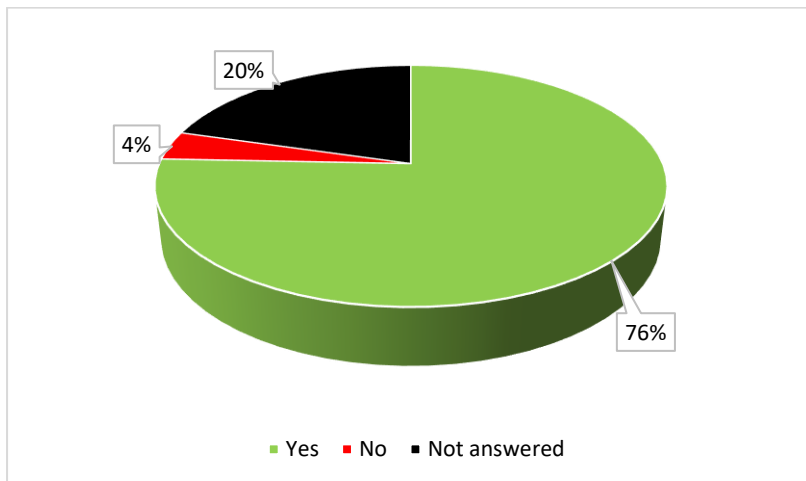
25. Were all the relevant documents in place?



Yes: 61

Not Answered: 17

26. Was the information up to date?

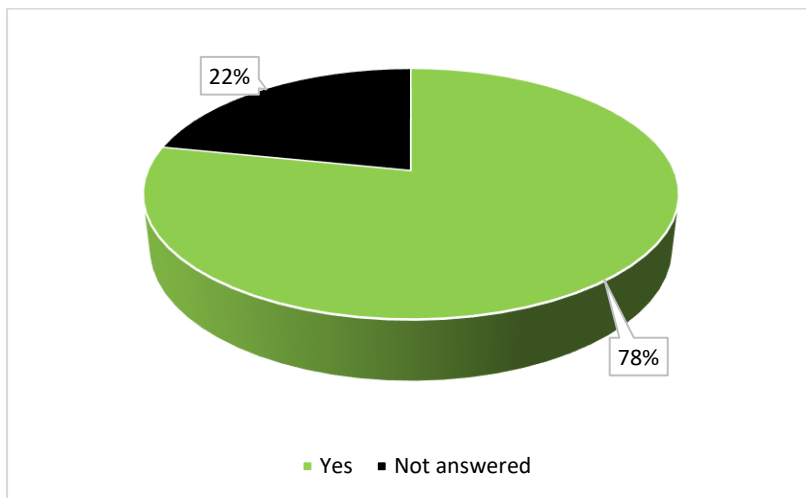


Yes: 59

No: 3

Not answered: 16

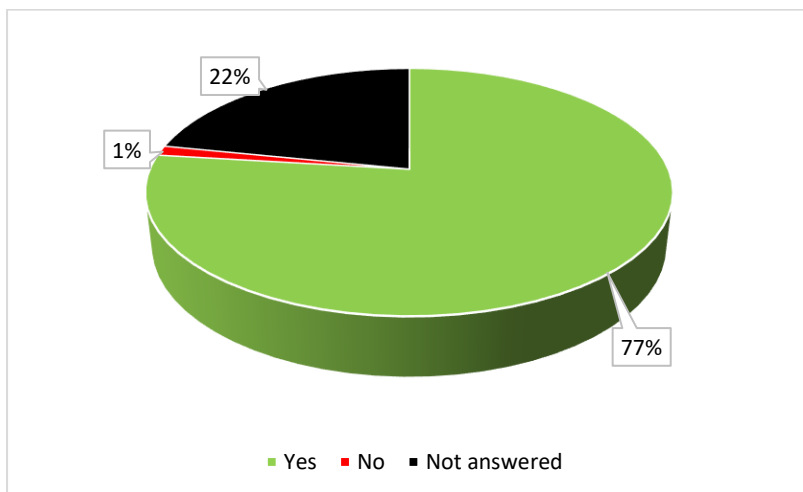
27. Was the care plan in place?



Yes: 61

Not Answered: 17

28. Is the recording in the SU contact book appropriate and legible?



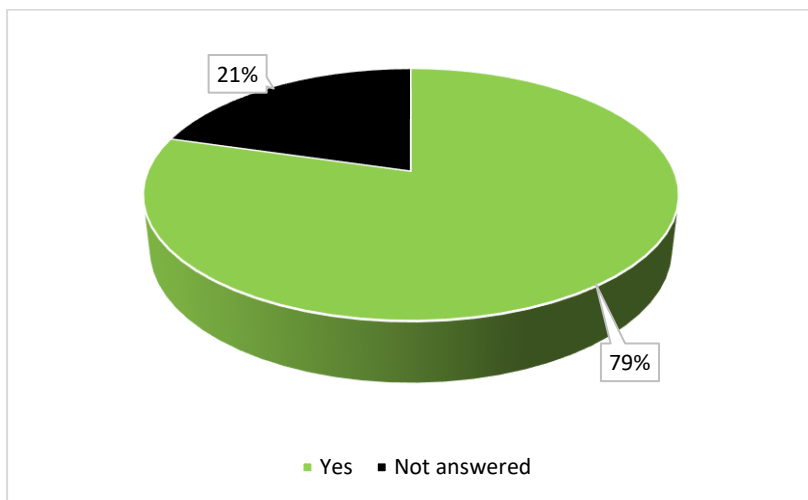
Yes: 60

No: 1

Not Answered: 17

Additional Comments
Logbook appropriately filled with legible writing. All relevant documents are in place (this answer given 4 times)
Folder documents are in place, care plan needs updating
Relevant documents are in place and care plan is up to date (this answer given 3 times)
The recording in the logbook did not have enough detail (this answer given 2 times)
Legible relevant writing. All documents are in place (this answer given 2 times)
All relevant documents were in the folder in the house (this answer given 5 times)
Logbook filled with legible writing
N/A (this answer given 13 times)
All relevant documents were in the folder. Logbook entries were legible (this answer given 6 times)
The Logbook handwriting was legible but, the care plan was out of date (this answer given 2 times)
No issues (this answer given 3 times)
A temporary care plan was in place and all other documents were (this answer given 2 times)
The care plan needs to be updated following hospital discharge on 26/10/2022
Relevant documents were in the SU's folder
The care plan requires reviewing
The care plan needs updating. Informed the office

29. Was the CSW's overall performance acceptable?

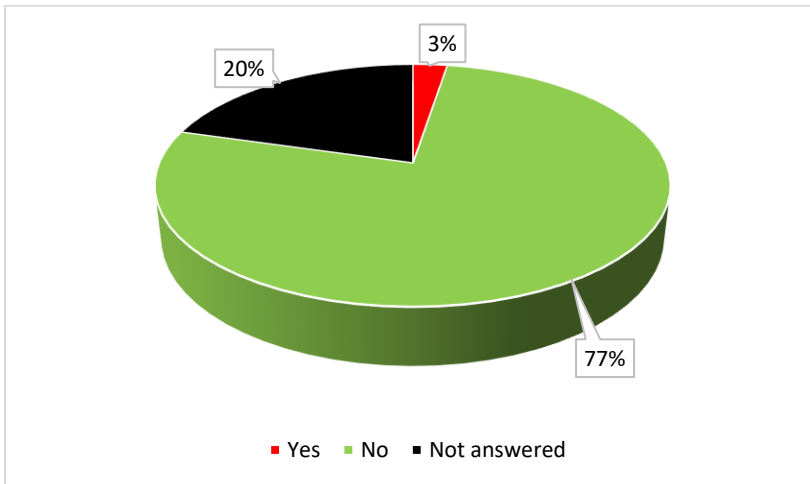


Yes: 62

Not Answered: 16

Additional Comments
Efficient and patient carer
No concerns or issues identified
Competent and experienced carer (this answer given 4 times)
N/A (this answer given 14 times)
Caring, reliable care worker
Worked well with the other carer. Experienced carer (this answer given 2 times)
A competent carer was observed (this answer given 2 times)
The carer's performance was acceptable
CSW's performance was satisfactory (this answer given 2 times)
Acceptable performance observed (this answer given 3 times)
Experienced and competent carer
Kind and experienced carer observed (this answer given 2 times)
Michael was off his baseline functionality. The carer's performance was very good
Sensitive and worked well with the client
Satisfactory service observed (this answer given 3 times)
The carer and Andrea get along very well
Polite, respectful and efficient care worker (this answer given 2 times)
Competent carer, yearly training due informed
The carer needs training - Moving and handling
Abdi is honest and patient with a caring nature

30. Were any training issues identified?



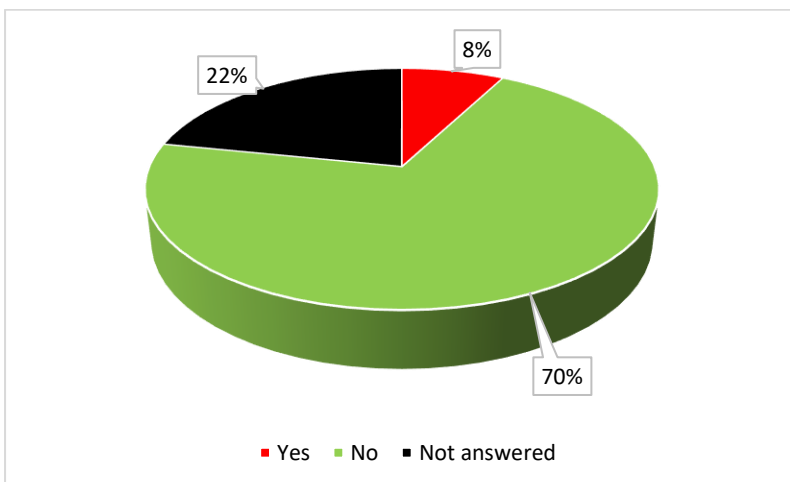
Yes: 2

No: 60

Not answered: 16

Additional Comments
N/A (this answer given 32 times)
No issues (this answer given 2 times)
Refresher training would be suitable (this answer given 2 times)
Another spot check is to be carried out to see if the carer needs refresher training for communication
Mohammed is a new carer. He is following instructions
The carer needs training - Moving and handling

31. Were there any care related issues?



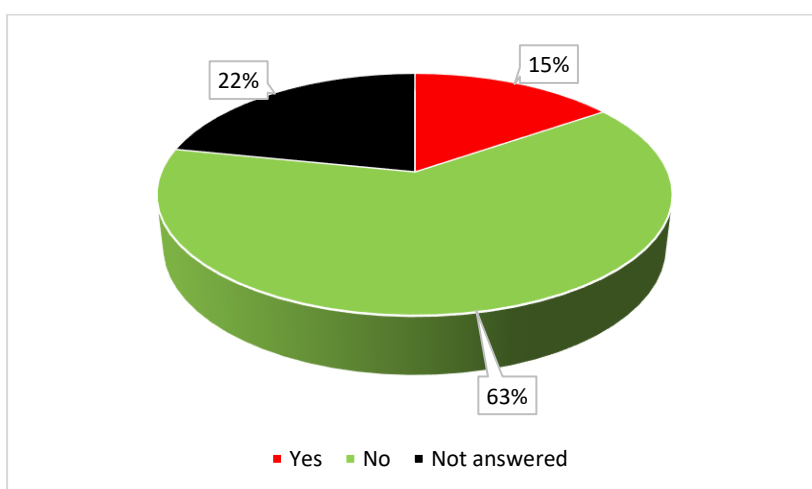
Yes: 6

No: 55

Not Answered: 17

Additional Comments
N/A (this answer given 35 times)
There was a problem with the bariatric commode being too low. I adjusted the height of the commode so it was suitable to transfer Violet from the Sara-steadily to the commode
No issues (this answer given 2 times)
That the SU contradicts herself and is non-compliant with service
Peter previously had a private cleaner which he used to pay but he can no longer afford it. He requires an extra cleaning visit. Which will be requested on his behalf
Mildred is not accepting to be repositioned – report emailed
The client not eating or drinking as required. GP and NOK were notified
Client's microenvironment. The current set-up needs a hoist

32. Were there any client related issues?



Yes: 12

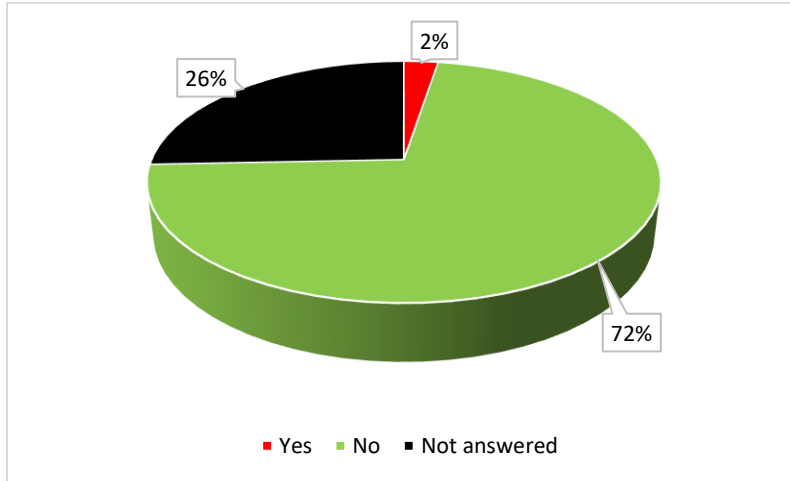
No: 49

Not Answered: 17

Additional Comments
N/A (this answer given 33 times)
The client was comfortable
Client's electricity bill. Paid off the outstanding balance for him
Pamela was not feeling well. She had a sore on her heel and has not been out of bed for 3 days. A doctor will be coming to visit her later
Violet was very happy with the care she is receiving from her carers
None were identified or reported
That the SU contradicts herself and is non-compliant with service
The client was comfortable
Ellen's frail and not eating well. GP and relevant people are to be notified.
Fire safety measures need to be implemented due to smoking and lack of sight
Sores were discovered by the carer. Michael was discharged from the hospital and the GP has been contacted
Margaret refusing care. A report will be sent via email
Michael is awaiting his universal credit money as he is not currently working
SU declining personal care and medication. Reported to the office

Ermine's leg was leaking fluid. The report has been sent to the office
The client not eating or drinking as required. GP and NOK were notified

33. Were there any issues with the clients' medicines?



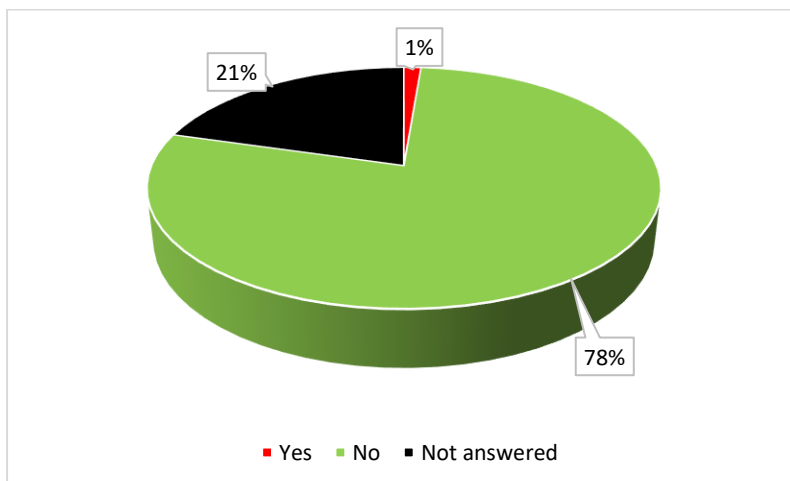
Yes: 2

No: 56

Not Answered: 20

What action is required?
N/A (this answer given 32 times)
I asked Hugh, Elizabeth's son if any issues with medication. He said no
MP is self-medicating
No issues (this answer given 5 times)
The family are responsible for SU's medication
The client not taking her medication. Reported to GP (this answer given 2 times)
Can safely self-medicate. The medication quantity was appropriate
Andrea's medication is via the PIC line, administered by the DNs
Supplied in blister packs and the client was able to self-medicate safely

34. Were there any issues with the SU's files/folder?



Yes: 1

No: 61

Not Answered: 16

What action is required?
No concerns were identified (this answer given 3 times)
N/A (this answer given 32 times)
None
Logbook requires more detail
No issues identified (this answer given 3 times)
The care plan is to be updated as per the report emailed
The care plan is to be updated following Margaret's hospital discharge (this answer given 2 times)
The risk assessment completed and will be updated (this answer given 2 times)

End of Report