

Annual service review

Name of Service: Bunbury Care Agency

The quality rating for this agency is: two star good service

The rating was made on: 1 9 0 7 2 0 0 7

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

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service?

No

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

Name of inspector:

June Shimmin

Date of this annual service review:

2 5 0 1 2 0 1 0

Information about the service

Address of service:	Bunbury Agency Limited The Old Coach House Castle Farm Cholmondeley Nr Malpas Cheshire SY14 8AQ
Telephone number:	01829773260
Fax number:	01829773261
Email address:	sarah@bunburyagency.com
Provider web address:	

Name of registered provider(s):	Bunbury Agency Limited							
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No							
If yes, what have they been:								

Date of last key inspection:	1	9	0	7	2	0	0	7
Date of last annual service review (if applicable):								

Brief description of the service
<p>Bunbury Agency Ltd is registered with the Commission for Social Care Inspection (CSCI) solely as an introductory agency. The agency introduces workers to service users who then become the employer. Workers are placed with service users often in live-in positions and provide support including personal care.</p> <p>As an introductory agency only, the service is exempt from a number of the standards and regulations contained in the Domiciliary Care National Minimum Standards 2002.</p>

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review. This included:

- the annual quality assurance assessment [AQAA] that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service
- surveys returned to us by people using the service and from other people with an interest in the service
- information we have about how the service has managed any complaints
- what the service has told us about things that have happened in the service; these are called 'notifications' and are a legal requirement
- the previous key inspection and the results of any other visits that we have made to the service in the 12 months before this review
- relevant information from other organisations
- what other people have told us about the service

What has this told us about the service?

The agency sent us their annual quality assurance assessment [AQAA] when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the agency is still providing a good service and that they know what further improvements they need to make. We have not received any complaints about the agency in the last eighteen months. The agency had received nine complaints when it returned the AQAA: four from relatives and five from carers or staff. The agency told us these were investigated and seven found not upheld and two upheld.

No referrals have been made under local authority safeguarding adults arrangements.

The manager told us that various changes have been made as a result of listening to people who use the agency, "Service User Guide updated annually and care plans reviewed quarterly".

In relation to equality and diversity, the agency told us, "we do not discriminate or promote."

Although the agency is exempt from providing training for carers they told us they, "feel that the training of carers is most important. Certain colleges now run free courses for self employed carers. We are assisting them as much as possible to take up these courses".

The agency continues to let us know about things that have happened since our last key inspection there and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

What are we going to do as a result of this annual service review?

The Care Quality Commission will continue to monitor information about this service and will carry out an inspection when required. We can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

Reader Information

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