

Types of Care Services

Registration and Inspection

In this region (Leicestershire, Leicester City and Rutland) all care providers are registered and regulated by the Care Quality Commission (CQC). The Care Quality Commission (CQC) is the independent regulator of all health and adult social care in England. They ensure that good care is provided to everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere. It is illegal for anyone to provide care services without being approved by the CQC.

All staff employed in care homes or people's own homes are required to undergo a Criminal Records Check before starting employment. In October 2009 by the "Vetting and Barring Scheme" run by the new Independent Safeguarding Authority (ISA) will create a register of all people that have been checked to make sure that they are suitable to work with vulnerable people. It will be an offence for any barred or unregistered person to work in the social care sector.

All registered care services are visited regularly by CQC inspectors to check that they comply with the regulations. During these visits, the care service is monitored to make sure that essential, common quality standards are being observed. Inspectors will check records and talk to residents, staff and visitors. The CQC also send out surveys to the provider, social workers, health care professionals, and a random selection of residents, relatives and staff to make sure that standards are being upheld consistently. If there is evidence of a serious and urgent problem that is putting people at risk, the CQC will investigate and take immediate action where necessary.

Following each key inspection, a provider is given a quality rating ranging from zero stars [poor] to three stars [excellent]. The frequency of inspection relies on the star rating. Homes that have been assessed as 3 star may only be inspected once every three years while 0 or 1 star will be inspected much more regularly.

You can ask a care provider to see their latest inspection report; alternatively, you can visit the CQC website at www.cqc.org.uk to obtain a copy.

Protection of Vulnerable Adults

In March 2000 the Department of Health issued a guidance for safeguarding adults called "No Secrets". This set out the requirement for social care services working with health care, the police and the independent and voluntary care organisations to devise procedures for investigating harm to people over 18 years of age who are receiving some form of care. In this region (Leicester, Leicestershire and Rutland) these procedures have been in place since 2001.

Abuse can take a number of different forms; physical, sexual, financial and emotional harm can happen whether in a domestic or care home setting. It is worth checking with a care provider what procedures they have in place to deal with allegations of abuse, and you or your family or friends should be aware that if you have a concern you can speak to the local authority Social Care Services Duty Team, who will investigate claims of abuse. See the section "Where to get Advice" for the telephone number of your nearest social care services office

Home Care Agencies

In order to help you to choose the best home care agency, we have created three [unofficial] categories of care service.

- N** *the agency is able to provide registered nursing staff to give nursing care.*
- E** *indicates care services to the elderly which can range from a "sitting service" through to assistance with mobility, hygiene and personal care.*
- S** *indicates special needs services ranging from support of people with learning disabilities, adults with mental or physical impairment, and other requirements not falling into the other two categories.*

Care Home Services

There is a wide variety in the type of care homes operating today. These range from small family-run residential homes providing care for a few people, to larger homes that can provide care for over 100 people. In this section we will cover some of the main differences between the types of homes.

Each care home can only admit residents whose care needs are within their registration categories. You should check that your chosen care home is appropriately registered for your needs.

KEY TO CATEGORIES

- OP*** *Older persons - People who need care because of old age.*
- MD** *People who need care because of mental disability.*
- DE** *People who need care because of dementia.*
- LD** *People who need care because of learning disability.*
- PD** *People who need care because of physical disability.*
- SI** *People who need care because of sensory impairment.*
- MI** *People who are mentally infirm.*
- TI** *People having a terminal illness.*
- D** *People who need care because of drug dependency.*
- A** *People who need care because of alcohol dependency.*

- (E)** *At least 65 years of age.*
- (C)** *Children.*

**Please Note:* Category OP applies only to older people who are not otherwise covered by other categories.

Additional [unofficial] categories

- DC** *The care home can provide day care services.*
- RS** *The care home has set aside some bedrooms for Respite Services (short-term stays).*

Care Homes that provide Nursing Care

Care homes that are registered to care for people who need a qualified nurse in attendance must have qualified nursing staff on duty at all times.

Ownership of Care Providers

Care providers may be owned or managed by different organisations, including private individuals, businesses and voluntary organisations such as charities, and local authorities. All care providers must have a **Registration Certificate** which in the case of a care home must be displayed prominently in the home and states the types of care they can offer.

The Future

At the time of writing, it is the stated intention of the CQC to suspend the use of categories of registration for care homes, relying instead on the care home to produce a prospectus or "Service User's Guide" which must include a description of the levels of care that are available. This may make it a more difficult task for potential residents and their advisers to decide which homes are suitable for their own particular requirements, and some providers of the care services are attempting to persuade the CQC to retain the existing scheme.

While people may prefer to live at home with support from families, friends and home care workers, some may find that they need more intensive help and support. Many care home and home care providers are developing new ways in which they can help people to stay in their own home. This could include day care, respite care, or intermediate care (convalescence) after someone has been unwell. All providers of social care need to be flexible in their approach, so even if you think that your care needs do not "fit" the traditional models that are available, it is well worth contacting your local home care agency or care home to see if they can provide you with a tailor made service that meets your needs.