



Prospect Tree  
Wolverhampton (Midlands)



## Annual Report 2017 – 2018



Prospect Tree Health Care (Midlands) Ltd

**CQC overall rating**

**Good**

## My Manjit ~ Carer

My Manjit comes every week day,  
to dress, give me breakfast,  
Gets me ready for the day.

— " —

My Manjit comes every week day,  
Gives me a body wash before  
making me a nice cup of tea.

— " —

My Manjit, dear Manjit,  
You look after me  
makes sure I eat my meals  
and oversees my medication.

— " —

my manjit, dear Manjit,  
my carer and friend,  
May God Bless and Keep you  
and all that you do.

**A recently received poem from one of our customers.**

### **About Us**

Prospect Tree has many years of experience in providing homecare in Wolverhampton mainly the South West and East of the City, we also provide a service across the whole of the City

### **Our Team**

Prospect Tree has a well-trained team that has extensive experience a number of our staff have been with us from the start. We now employ fifty-five carers supported by our office based staff. The average length of employment is 9 years with a number of staff having length of

service in excess of 16 years

We currently provide over 4000 hours of care a month mainly to older people.

All of our staff are fully cleared by the Disclosure and Barring Service and we undertake our own recruitment checks to ensure suitability. We also check that staff are properly insured to use their own cars for work.

We have appropriate business insurance to carry out our functions.

All of our staff receive regular training sessions beyond any essential requirements.

## **Personal Care**

We provide a high standard of Personal Care Services to our clients and make sure we are fully supporting their needs. These are helping with bathing, assisting with dressing/grooming. We also offer support with continence care, help with eating and assist with medication reminders.

## **Home Care**

It is important that our clients feel supported in their homes and full attention is given to making sure that their personal routines are not interrupted or changed. We provide light housekeeping including dusting, vacuuming and taking out rubbish. We assist with washing and ironing and help plan, prepare and tidy away meals. We make and change beds, help with shopping, collect prescriptions, arrange, remind and assist with appointments.

## **Summary**

Prospect Tree takes the opinions of our customers very seriously as well as our initial assessments, reviews and spot checks; on an annual basis we undertake a postal quality assurance survey and regular face to face surveys of our customers.

The information has been collated and forms part of our overall quality process. It takes into account the Care Quality Commission requirements.

## **Developments 2017-2018**

During the year we have embedded in our practices the new CQC regulations and inspection regime, the Care Act 2014 and the

introduction of the new care certificate for staff.

We have engaged the services of a partner to support use in Human resources and health and safety matters and we are in the process of imbedding this into our services.

We have ITC providers that manages our computers, email and internet services, we have purchase new equipment and we are developing a Facebook presence.

In this year we have administered the new workplace pensions including our financial contribution to this. We will also make the statutory increases.

We have increased our hourly rate for weekend working above the national living wage and will also pay above the national living wage for weekday working from April 2018.

We continue to work with our partners in Social Services and Health and will commit to working together on the development of the ethical care charter.

We will work introducing the General Data Protection changes in May 2018.

### **External Monitoring:**

During 2017-18 we had monitoring visits by a wide range of agencies.

**Care Quality Commission (CQC):** Our last inspection was in March 2017 and we were rated as **GOOD** in all the areas inspected. The report is available in our office and on the CQC website.

**City of Wolverhampton's** Quality Assurance And Compliance team undertook a routine monitoring visit in February 2018 and raised no concerns about the service.

**External Consultant:** We continue to work with a consultant who has several years' experience in working in care setting as well as being a former inspector with CQC. We also maintain a quality assurance system that is monitored and updates as required.

### **Findings**

Over the year 88 questionnaires were returned by our clients these were a mixture of postal and face to face surveys, most people found the service we provide to be excellent or good and to be happy with the

services Prospect Tree provides.

We always follow up concerns from customers and note that some issues raised relate to allocated times of and assessments undertaken by social services, we continue to raise these matters and make adjustments were possible.

## **Staff Survey**

Our last survey was completed by 21 staff the returns indicated our staff are for the most very satisfied or satisfied based on the questions asked.

Detailed data on both surveys is available on request.

## **Compliments**

### **April 2017 until March 2018**

Annually we receive a number of compliments regarding the service we provide for the period of this report we received 3 written compliments. In contrast we received one complaint.

A number of compliments are recorded on the surveys we receive and they are recorded elsewhere.

All of the compliments are retained and are available for examination. Copies of thanks are also passed on to staff that are mentioned individually.

Two recent email

Good Afternoon.

We would like to say a huge thank you to Prospect Tree for the care that is being given to Mum. Her main Carer has been incredible! In looking after mum, not just physically but emotionally too. It has made a huge difference to her life and to be honest ours too.

N has gone above the normal care expected of her. Working in difficult circumstances as mum has fallen ill on a couple of occasions and needed to go to hospital. It was N that rang for emergency services and even called back at the house in her own time to see how she was before the ambulance left to take her into hospital. Simply amazing dedication!!!

She is always punctual, friendly and easy to communicate with. Nothing is to much trouble for her, she shows real dedication and genuine care towards mum which is priceless especially with the blindness!

We are both a little tired, as we are new to the caring role but without N's help and support life would be far more difficult!

Thank you so much N we really appreciate all your help 😊x  
Kind Regards

Hi.

*Hopefully you have received our email regarding the care that N is offering mum. We also felt we wanted to say a big thank you to H who has supported us as a family from the start of our long journey since mum broke her neck! almost 6 months ago now. She is always on the end of the phone to support us, day or night no matter what time it is! I always knew that she would be there to help. She was relentless sorting mums care and refused to give in when at times it seemed hopeless with mum being passed from pillar to post!! Even contacting the hospital on our behalf when she was taken ill. This was tremendous support and dedication at a really difficult time for us! "Thank you H" and the support continues... helping to sort respite so that as a family we can have a break and recharge our batteries! We will never have enough words to thank Prospect Tree and the staff for all the wonderful care that you give to not only mum but to us as a family! Thank you so much*

*Kind regards*

## **Concerns and Complaints**

We always take any concerns and complaints very seriously and encourage Customers and families to raise issues with us as soon as possible, this means we can work quickly to put things right, we have a complaint procedure that explains what to do if we cannot resolve an issue and who to approach for further assistance. Complaints are recorded and include how we have resolved issues and any lesson we have learnt from those experiences.

### **April 2017 until March 2018**

During the recording period we received 1 complaint and 1 concern regarding a withdrawal of services. The findings of the complaint which was partly up was shared with the complainant, Social Services and CQC.

### **Safeguarding**

We take any safeguarding matters very seriously we have a duty to report such matters to Social Services, The Police and the Care Quality Commission as deemed appropriate following our written procedures.

During the year we made no referral to safeguarding.

### **Accidents and Incidents**

We would recorded all accidents even if of a minor nature, we would also look for any recurring themes and act on them and ensure they are recorded and reported on if necessary.

During the recording period there were no accidents or near misses relating to Customers or staff.

## **Training**

We have a full-time Training Manager at Prospect Tree while in post she has developed and introduced a new induction programme, which is delivered over a period of three days, and encompasses the fifteen Care Certificate standards

Our Manual Handling training course, which covers Health and Safety, relevant legislation and both safe/unsafe moving and handling techniques. Once the theoretical aspects have been completed, it is then followed up with practical assessments both in- house and on road.

All of our staff have attended in house workshop on Deprivation of Liberty Safeguards and Mental Capacity Act.

The Care Certificate has been rolled out to new staff and is delivered using various methods; we also use a new practical assessment tool that our supervisors complete during the shadowing period. Other methods used include E-learning assessments and discussions/meetings.

The field observations that are used for our current staff members have been updated and again this encompasses the Care Certificate standards.

Our Training programme includes;

- Equality And Diversity
- Safeguarding
- Bereavement
- Care Certificate
- Deaf/Blind Awareness
- Deprivation of Liberty
- Mental Capacity Acct
- Fire Safety
- First Aid Awareness
- Food Hygiene
- HIV Awareness
- Health & Safety
- Incontinence
- Manual Handling
- Motor Neurone Disease
- Person Centred Care
- Dementia Care

- Diabetes
- End of Life Care
- Infection Control
- Safe handling of Medication
- Mental Health awareness
- Nutrition and Health
- Dignity and Safeguarding
- GDPR

All of our long standing staff are qualified to at least level 2 NVQ/Diploma and any new recruits are enrolled with our local college once the Care certificate has been completed. We will support staff to complete the Qualifications and Credit Framework (QCF) or the new the Regulated Qualifications Framework (RQF).

As well as facilitating our programmes in-house, we have also provided training for external organisations.

If you wish to discuss any of the issues raised in this information or indeed have any other issues or suggestions, please contact our Registered Manager in the first instance.



**Prospect Tree**  
**Wolverhampton (Midlands)**

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**Tell us how we can work with you**