

## Solutions 4 Care Limited

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### Inspection report

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### Ratings

#### Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This inspection took place on 12 March 2019 and was announced. We gave the provider 48-hour notice so we could be sure someone would be available to meet with us. The inspection was completed by one inspector. This inspection was the first inspection since the organisation registered with us 09/02/2017

### About the service:

Solution 4 Care is a domiciliary care agency. It provides personal care to people living in their own homes. On the day of inspection, the agency was providing care to 14 people. There was a registered manager in post. 'A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.'

### People's experience of using this service:

The feedback we received from people and their relatives was consistently good. People told us that they were well cared for and safe. There were sufficient staff available to support people and calls were completed on time. People reported no missed calls so people felt safe and their care needs were met. People told us they felt well cared for and looked after by the staff team and were treated with respect and dignity. People and their relatives knew how to complain and had no concerns about how the service was being led and managed. The staff team were vigilant to people's health needs and made prompt referrals to the registered manager, relatives and external healthcare professionals if required. People had support with their medication when required from staff that had been appropriately trained. Staff received training that was appropriate and supported them in providing care in the way people wanted. Risks associated with people's care had been assessed and monitored to protect people from the risk of avoidable harm. Staff were aware of how to protect people from the risk of abuse and effective reporting systems were in place to support them. The registered manager ensured only suitable people worked at the agency by ensuring recruitment checks were thoroughly completed. People received care that was in line with their needs and individual preferences. Care plans were reflective of people's current needs and staff took time to ensure care plans were amended when people's needs changed. Concerns and complaints were addressed quickly. People and their relatives thought highly of the staff team and said that the staff were very kind, caring and made them feel valued. Staff ensured people had access to equipment which they could use to maintain their independence. The registered manager was approachable and relatives and staff were happy with the way the service was being led. The manager had created an open culture where concerns could be raised and areas for improvement addressed.

### About the service:

Rating at last inspection: This was the service first inspection since registration

Why we inspected: This was a planned inspection.

Enforcement No action

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received we may inspect sooner. For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.  
Details are in our safe findings below

### Is the service effective?

Good ●

The service was effective  
Details are in our Effective findings below

### Is the service caring?

Good ●

The service was caring  
Details are in our Caring findings below

### Is the service responsive?

Good ●

The service was responsive  
Details are in our Responsive findings below

### Is the service well-led?

Good ●

The service was well led.  
Details are in our Well-Led findings below.

# Solutions 4 Care Limited

## Detailed findings

### Background to this inspection

#### The inspection:

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

#### Inspection team:

One inspector carried out this inspection on the 12 March 2019. This was the first inspection of the service since registering with us on 09/02/2017

#### Service and service type:

Solutions 4 Care is a domiciliary care service providing support to people living their own home. The service had a manager registered with the Care Quality Commission. This meant that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection:

We gave the provider 48 hours' notice that we would be visiting the service because we wanted to make sure staff and people would be available for us to speak with. At the time of the inspection there were 14 people using the service.

#### What we did:

We reviewed information we had received about the service since they were registered with us. This included details about incidents the provider must notify us about, such as allegations of abuse and we sought feedback from the local authority and other professionals who work with the service.

We spoke with 13 people who use the service or their relatives. Six staff, three healthcare professionals and the registered manager. We used this information to form part of our judgement. We sampled three peoples care and medication records to see how their care and treatment was planned and delivered. Other records looked at included three recruitment files to check suitable staff members were safely recruited and received appropriate training. We also looked at records relating to the management of the service along with a selection of the provider's policies and procedures, to ensure people received a good quality service.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

Good: People were safe and protected from avoidable harm. Legal requirements were met.

Staffing and recruitment.

- The provider's recruitment processes promoted the protection of people. This included a formal interview, references and a Disclosure and Barring check (DBS). We saw that staff's performance was monitored and managed through regular supervision meetings and spot checks. This showed that registered manager had effective policies and procedures in place to keep people safe.

- People and relatives were happy with the level of staffing provided. People told us that staff were always on time. One person told us, "I get the best care ever from my carer, it is an excellent service, on time, friendly and above all very kind staff". Another person told us, "I have recommended the agency to my friend who has come out of hospital, if she wants reliability then this is the service for them. I have never had any problems at all with time keeping, brilliant". A relative told us, "I have been able to go on holiday without any worry at all, because I know [named person] will be safe."

Using medicines safely.

- Medicines systems was organised to ensure people had the right support with their medication. People received their medicines when they should.

- Records seen showed risk assessments had been completed in relation to medication and the support people required. Medicine administration records were available to ensure staff had the information they needed to support people safely. One person told us, "The carers know what time I need to take my medication and they come at that time they are very efficient". A relative told us, "We thought [named person] was able to take their medication, however the staff found that instead of taking the medication [named person] was putting it away. I did not know, I cannot thank the agency enough for the action that they took to make sure [named person] was safely taking her medication to prevent any illness, fantastic response". All staff had completed training in the safe administration of medicine so they had the skills to ensure people were supported safely.

Assessing risk, safety monitoring and management.

- People had risk assessments and care plans in place to ensure they received appropriate care which helped to protect them from the risk of harm. These were updated regularly and were detailed, which gave staff the information they needed to carry out their role and support people safely. One person told us, "They [staff] keep their eye on me, they have become such good friends, any problems at all they [staff] go above their role to help me. They make sure that I have my frame, make sure the wheels are moving, they bring in the sun when they come". We saw that the registered manager had a process for recording and managing accidents and incidents appropriately. Records we looked at confirmed appropriate referrals to other healthcare professionals or relatives were being made when required to ensure people were supported as their needs changed.

Systems and processes to safeguard people from the risk of abuse.

- The registered manager had safeguarding systems in place. All staff we spoke with had a good understanding of what to do to make sure people were protected from harm or abuse. Staff told us who they would report to if they had any concerns, this included external organisations. One staff member told us, "I am here to care and make sure that people are ok, that includes making sure that they are safe".
- People and relatives, we spoke with told us that they felt safe with staff. One relative told us, [named person] could not be in safer hands than the staff who come. They don't just support them they care, and I mean really care". Another Relative told us "If you want a good service and know your relatives being looked after then this is the one". All staff spoken with told us, and records confirmed that safeguarding training had been completed to ensure staff knew who to contact if they had any concerns.

Preventing and controlling infection

- People spoken with confirmed when staff supported them they wore gloves. Staff spoken with told us they had received infection control training and were given a supply of personal protective equipment (PPE) such as gloves and aprons that was used when delivering personal care. This ensured people were protected from cross contamination and infection.

Learning lessons when things go wrong.

- People told us they could raise any issue with the registered manager. Records showed where issues had been raised action was taken. Incidents and accidents were reported to the relevant agencies and us. Records showed the registered manager completed an analysis to identify trends so changes could be made if needed. A relative told us, "The registered manager and staff are very responsive".

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

People's outcomes were consistently good, people and relative's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law.

- The registered manager told us and people confirmed that an assessment of people's care needs was reviewed to ensure that areas of change were included in the person care plan. People and relative spoken with confirmed that regular contact was made to ensure staff had the information needed to provide the support required.
- People we spoke with told us that staff involved them in making choices and decisions about their care. One person told us, "They [staff] did an initial assessment and asked all of the information they needed about me and how I wanted them [staff] to support me. Anything they do they always speak with me first".
- People, relatives and records confirmed relevant information about the person needs were recorded and discussed to ensure staff supported people safely and effectively. One relative told us, "Since being with this service, I cannot believe the difference in [named person] since this agency took over". All people spoken with and relatives told us that privacy, dignity, respect and choice was always maintained.

Staff support: induction, training, skills and experience.

- People we spoke with told us that they thought the staff were well trained and they were confident that the staff that supported them had the knowledge and the skills they required to do their job safely and effectively. One person told us, "They [staff] are excellent; definitely have good skills".
- Staff we spoke with told us the training they had received ensured they were able to do their job effectively. Staff told us training, supervision and spot checks were completed by the registered manager. This included an induction programme which covered training as well as opportunities for shadowing other experienced staff before they started care calls independently. Areas for improvement were discussed, and training offered if needed. One relative told us, "The way staff conduct themselves shows what knowledge and skills they have, as far as I am concerned they are well prepared to look after [named person] who has dementia, I think that shows the skills they have".

Supporting people to eat and drink enough to maintain a balanced diet.

- People's dietary needs and preferences were included in their care plans.
- People were supported by staff to maintain good nutrition and hydration. One relative told us, "They [staff] make sure [named person] has enough to eat, drinks are left and a snack, and named person has put weight on, thanks to the staff".
- All staff we spoke with told us about the importance of giving people choice of meals, one member of staff said, "I always show people what is available, so they can choose what they would like best."

Staff working with other agencies to provide consistent, effective, timely care and supporting people to live healthier lives, access to healthcare services and support. People had access to healthcare services when



required to promote their health and well-being. One person told us, "I'll tell the carers if I'm poorly they come and check me and get the doctor to you." A relative told us, I was away and there was a problem, the agency took action then let me know, I cannot thank them enough, that is what I call a brilliant service".

- Staff monitored people's health care needs and would inform relatives and healthcare professionals if there was any change in people's health needs. A healthcare professional told us, "I find the staff excellent. They know people well, I am never concerned about the care people have". Another health care professional told us, "I have been involved with this care agency only on one occasion however I wish it was more! I found the carers and management very helpful, caring, and co-operative. They also highlighted their issues and concerns to get the right level of care / equipment in place. Great communication, I hope to deal with them more often in the future".

#### Ensuring consent to care and treatment in line with law and guidance

- The Mental Capacity Act 2005 (MCA) provides a legal framework for making decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take decisions, any made on their behalf must be in their best interests and as least restrictive as possible. At the time of this inspection, the people currently using the service had the mental capacity to make their own decisions and consent to their care. Staff spoken with told us if they had any concerns about a person's capacity to make decisions they would inform the registered manager. All the people and relative we spoke with confirmed that staff gave people choices and always sought consent to the care that was provided.

# Is the service caring?

## Our findings

Caring – this means that the service involved people and treated them with compassion, kindness, dignity and respect.

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; equality and diversity.

- People's diverse physical, emotional and spiritual needs were met by staff who were provided with appropriate, detailed information to enable them to meet their identified needs.
- Care plans included people's life history, religion, culture and lifestyle choices, as appropriate to the care package they were receiving.
- Staff took time to ensure that people were provided with care that supported and encouraged them to regain and maintain their independence as much as possible.
- People and relative spoken with told us that the staff were very caring. One relative told us there are staff who help and support people, but the staff here they also care and I mean care, they have compassion, are kind consideration I have nothing but praise for them the way they care".
- All people spoken with told us if you want a good service then this is the one. One person told us, "I still do things for myself and staff support me, they don't take over they let me continue to be as independent as I can, which keeps me active."

Supporting people to express their views and be involved in making decisions about their care.

- People were supported by staff who were respectful.
- Relatives we spoke with were pleased with the staff that supported their family members.
- People told us staff were always on time, very helpful and they had continuity of care because they had the same staff. One person told, "My carer keeps me informed about what going on in the outside world because I cannot go out. We have a fanatic time having a good natter he [staff] is very nice". Another person told us we have a chat and she [staff] always ask what I want to do, she never assumes." A relative told us, "[person name] is very happy with the agency, and the management is approachable if we have any issues."
- All people spoken with told us that the staff always ask what they would like assistance with.
- Staff recognised what was important to people and ensured they supported them to express their views and maintain their independence. One person told us, "I am involved. I can raise anything I want good or bad. They [staff] do listen."

Respecting and promoting people's privacy, dignity and independence

- All people we spoke told us staff treated them with dignity and respect. People told us they were supported to maintain their independence, People told us staff respected their homes. One person said, "They [staff] respect me and my home."
- Staff told us how they ensured people received the support they needed whilst maintaining their dignity and privacy. For example, making sure doors and curtains were closed; or stepping out of the room to

respect when a person needed space.

- A relative told us you would not know the staff have been, everything is put away and [named person] is left with everything that they need" One staff member told us, "It's about respect, we are visitors in the person home and out of respect for them, we listen it's about them not us".

## Is the service responsive?

### Our findings

Responsive – this means we looked for evidence that the service met people's needs

People's needs were met through good organisation and delivery.

Personalised care; accessible information; choices, preferences and relationships

- Peoples' care needs had been assessed and care and support was provided in line with these assessments and peoples' preferences.
- All care plans contained personal information that had been shared with the provider by the individual so staff would have the information to support people how they wanted. People and relative spoken with told us that they were fully involved in their assessment of what they needed. We saw from records and people confirmed care and preference were amended when required.
- Staff were very knowledgeable about people's needs and preferences.

Improving care quality in response to complaints or concerns

- People and relatives, we spoke with knew how to complain and felt confident that any concerns would be dealt with quickly. One relative told us that staff were very responsive and "They sort it" when they had raised concerns.
- Five people told us they would recommended the agency to others and one person had already done so. The registered manager had a clear complaints process in place and all the people we spoke with knew this process. No complaint had been made.

# Is the service well-led?

## Our findings

Well-Led – this means that service leadership, management and governance assured high quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

The service was consistently managed and well-led. Leaders, and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility.

- People confirmed and records showed all aspect of the service provided was regularly reviewed to ensure that the agency could meet peoples specific care needs. The care provided was regularly update with each person. We saw when people's needs changed the service provided changed. The registered manager completed regularly surveys and telephone calls to ensure people received care that was personal to them.
- People and relative told us that the registered manager and staff were approachable at any time. One relative told us, "This agency provides care, it's not just staff visiting my relative, its care in the best possible form."
- The registered manager had created a culture where there was a focus on people's needs and a commitment to provide high-quality care. Staff spoke positively about the registered manager and said that he would listen and they felt they could explore ideas and hold conversation at ease. People spoken with told us that all staff and the registered manager were excellent.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements.

- A range of checks and audits were carried out to monitor the performance of the service and staff. These included checks on medication, daily records and care plans. The registered manager also did spot checks to ensure people were receiving good care. There were systems in place for staff to discuss standards and quality of care and identify areas for improvement. Staff told us that the registered manager had an "Open door policy" and felt able to share any concerns they had. One member of staff told us, "The manager is really supportive."
- The manager understood their responsibilities as a 'registered manager'. They told us they would be open and honest as required under their duty of candour. We also saw they understood the need to notify us of incidents that may occur, these having been sent to us promptly as required.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager communicated with relative, staff and people about improvement that may be required. We also asked this question when we spoke with people. All the people spoken with told us there was no improvement to make and the service they had was good. One person told us, "You cannot improve something that is working really well, staff good, care good, service good so how can you improve on that".

Continuous learning and improving care

- Records seen and feedback from people showed that the registered manager monitored the service to ensure where improvement were required action was taken.

#### Working in partnership with others

- The registered manager continually communicates with other professionals, people and their relatives to ensure the service provided meets people care needs and expectation.
- A professional told us, "The registered manager is very professional in his approach and his kind caring manor comes over at all times making the service user and their families feel at ease I would highly recommend this company as what I have seen has been excellent. Fantastic with dementia care, always keeping people and families informed in relation to the service".