

Daka Family Limited

# Unikcare Solutions

## 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

### About the service

Unikcare Solutions provides personal care to people in their own homes. The service is based in Bare, a suburb of Morecambe and provides support to people in Morecambe and the surrounding areas. Not everyone who used the service received personal care. CQC only inspects where people receive a regulated activity. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. At the time of our inspection 31 people were receiving personal care.

### People's experience of using this service and what we found

People were safe and protected from harm and abuse. There were enough staff to support people. People received support from a small team of staff who they knew. Staff supported people to take their medicines as they needed. Staff followed robust infection prevention and control procedures to protect people from infection. The registered manager learned from incidents to further improve the safety of the service.

The registered manager carried out thorough assessments of people's needs. People received the support they required. Staff were trained and competent to provide people's care. Staff provided the support people needed with preparing and enjoying their meals and drinks. Staff liaised with healthcare services to ensure people received the support they needed. People made decisions about their care and their rights were protected. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Staff were kind and caring to people. They made time to sit and chat with people and helped people to feel at ease when providing their care. People liked the staff who visited their homes. Staff asked people for their views about their care and respected the decisions they made. Staff protected people's privacy and promoted their dignity and independence.

The service was responsive to people's needs and took account of their preferences. People received high-quality, person-centred care. The provider had a procedure for receiving and responding to complaints about the service. Staff worked with other services to support people to remain at home as they reached the end of life.

People experienced positive outcomes and valued the service they received. Everyone said they would recommend the service. The registered manager had developed a positive, person-centred culture. The registered manager and staff were committed to providing people with high-quality care. They understood their responsibilities under the duty of candour and were open and honest with people when incidents occurred. The registered manager asked for people's views about their care and used their feedback to improve the service.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Rating at last inspection

This service was registered with us on 2 September 2021 and this is the first inspection.

#### Why we inspected

This inspection was prompted by a review of the information we held about this service.

#### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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

We always ask the following five questions of services.

### Is the service safe?

The service was safe.

Details are in our safe findings below.

Good 

### Is the service effective?

The service was effective.

Details are in our effective findings below.

Good 

### Is the service caring?

The service was caring.

Details are in our caring findings below.

Good 

### Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good 

### Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good 

# Unikcare Solutions

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by 1 inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 28 October 2022 and ended on 7 November 2022. We visited the service on 28 October 2022. We contacted people who used the service, people's relatives and care staff to gather their views between 2 and 7 November 2022.

### What we did before the inspection

We reviewed the information we held about the service including feedback from the local authority and notifications of significant events the provider had sent to us. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

### During the inspection

We spoke with the registered manager and two members of the management team. We reviewed the care records for four people and four staff files in relation to recruitment, training and supervision. We also looked at a range of records relating to the management of the service.

We spoke with 1 person who used the service and 4 relatives to gather their views. We also contacted 10 care staff to gather their views of the service.

# Is the service safe?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from abuse. People told us they felt safe with the staff who visited their homes. One person said, "I am safe." A relative told us, "I am happy [relative] is safe."
- Staff were trained to identify and report abuse. They told us they would report any concerns to the registered manager and were confident appropriate action would be taken. Staff also knew how to report any concerns to the local authority safeguarding team.
- Staff ensured people's homes were secure when they left. They understood the importance of locking doors and maintaining the security of people's homes. One person told us, "I have a key safe ... when staff leave at night, they make sure the key is safely back in the key safe and the code is cancelled."

Assessing risk, safety monitoring and management

- The registered manager had assessed and managed risks to people's safety. People's care records included guidance for staff about how to provide their care and ensure their safety.
- Staff told us they had completed training in how to provide people's care safely. They said people's care records gave them guidance about how to ensure people were safe.

Staffing and recruitment

- There were enough staff to support people. People received care from a small team of staff who they knew. One person told us, "It's good to see the same ones [staff]. We have become very familiar with each other."
- People told us the staff usually arrived at the times agreed. They said they were informed if there was going to be a significant delay in their visits. One person said, "They do turn up on time and, if they are going to be a bit late, they ring and tell me."
- Staff told us there were enough staff to provide people's care. One staff member told us, "There are enough staff and enough time provided for visits."
- The provider carried out thorough checks on new staff to ensure they were suitable to work in people's homes. This included checking records held by the Disclosure and Barring Service and taking up references to confirm new staff were of good character.

Using medicines safely

- People received the support they needed to take their medicines. Staff supported people to have their medicines as their doctors had prescribed. "The carers give my [relative] her medication and they make sure she has taken it too."
- Staff were trained in how to support people with their medicines. They completed thorough records of the

support they had given to people. The registered manager carried out audits on medicine administration records to check people had received their medicines as they needed.

- People were also supported to manage their own medicines. This promoted their independence.

#### Preventing and controlling infection

- People were protected from the risk of infection. Staff were trained in preventing and controlling infection and using Personal Protective Equipment, (PPE), effectively to reduce the risk of infection.

- Staff told us the registered manager had ensured they had appropriate PPE throughout the pandemic.

The registered manager had ensured stocks of PPE, such as face masks, disposable gloves and aprons were available for staff to collect from the agency office as they needed. Staff told us they had completed training in how to put on, take off and dispose of PPE safely.

#### Learning lessons when things go wrong

- The registered manager had systems to identify and learn from any incidents. This included sharing the learning from incidents with the staff team to ensure the safety of the service.



# 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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- The registered manager carried out a thorough assessment of people's needs before they agreed to provide their care. This helped to ensure the service was suitable to meet people's needs.
- People and their families were included in developing the needs assessments. The registered manager used the needs assessments to develop individual care plans which guided staff on how to support people. People's needs assessments and care plans were reviewed regularly to ensure they met people's needs.

Staff support: induction, training, skills and experience

- Staff were trained and skilled to care for people. People were very positive about the staff who visited them. They told us the staff were "brilliant" and provided good care.
- Staff told us they completed a range of training to give them the skills and knowledge to provide people's care. They told us the registered manager always accompanied them when they first visited a person to give them guidance on how to support them. One staff member said, "[Registered manager] always accompanies us if there is a new service user and explains their care."
- Staff had regular meetings with the managers in the service where they could discuss their roles and training needs. Staff said they felt very well supported by the managers in the service. One staff member said, "I am always supported. [Registered manager] always makes time to explain things." Another told us, "[Registered manager] is always available when the need arises. She provides support at any time it is needed."

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

- People received the support they needed to prepare and enjoy their meals and drinks. People's care records included details about any assistance they needed to eat or drink. They also included people's preferences about their meals and drinks.
- Staff understood the importance of supporting people to drink enough to maintain their health. One relative told us, "When staff leave they make sure [relative] has a drink and drinks for the rest of the day."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff and the registered manager worked effectively with other services to ensure people received the care they needed. The registered manager identified if people's needs had changed and supported them to seek advice and support from appropriate services.
- Staff told us they could identify if an individual was unwell and may need to call their doctor. They said they would, with the person's consent, contact the doctor if needed. The staff also said they would report

any concerns about a person's health to the registered manager to ensure people received support as they needed.

- Relatives told us they were kept informed if their relative was unwell and the service had contacted their doctor. One person said, "I feel communication has been brilliant. [Registered manager] contacts us if [relative] is poorly, she always lets us know if there has been something going on."

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

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular 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 particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA.

- People maintained control of their lives and their rights were protected. Everyone we spoke with told us the staff gave people choices and respected the decisions they made.
- The registered manager and staff understood their responsibilities under the MCA. Staff were trained to ask people what support they wanted and to respect the decisions they made.
- Staff told us they would respect a person's right to refuse care. They said they would inform the service managers if someone refused an important aspect of their care. This meant the registered manager could take action if a person placed themselves at risk by refusing care. One staff member said, "We were taught never to force people to do what they don't want. We should respect their wishes and it's their right to refuse."
- There was no one being supported by the service who required restrictions on their liberty to receive the care they required.

# Is the service caring?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

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

- Staff were kind and caring and treated people with respect. People told us they liked the staff who visited them and valued the support they provided. One person told us, "They are friendly and kind to [relative] and one of them sings to him to cheer him up." Another person said, "I have found the carers to be very nice. I couldn't have had better."
- People were comfortable and confident with the staff who visited their homes. Staff understood people may not be comfortable receiving care and took time to put people at ease. One person told us, "They make time and sit and have a chat with [relative]." Another relative said, "They have been brilliant. [Relative] was dubious about having carers but the ladies there have made her feel at ease. [Relative] is very happy to have them coming in now."

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

- The registered manager and staff asked people for their views about their care and respected the decisions they made. People were asked how they wanted to be supported when their needs were assessed. They were included in developing their care plans to guide staff on how to support them. The registered manager asked people for their views when their care plans were reviewed.

Respecting and promoting people's privacy, dignity and independence

- Staff respected people's privacy and dignity. They treated people and their homes with respect. One person told us, "The carers make sure [relative] is always clean and well dressed." Another person said, "They treat the home with respect."
- Staff understood the importance of supporting people to maintain their independence. They gave people the time and guidance they needed to carry out tasks themselves. One person told us they had gained independence since receiving care from the service. They said this had led to them being able to reduce the number of visits they needed.

# Is the service responsive?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People were included in planning all aspects of their care and received personalised care which took account of their preferences and met their needs. This was a small service and the registered manager worked with care staff to provide people's care. They encouraged people to say what was important to them and included this in their care records. One person told us, "Anything I ask them to do they are always happy to help me with. [Registered manager] has always told me if there is anything I need ... I am to ring her."
- The service was responsive to people's needs. If people requested changes to their care visits, the registered manager agreed to this where possible. One person told us, "They [registered manager] have been very good at changing the amount of calls a day."
- Staff told us they knew the support people needed because this was detailed in their care plans. They said the registered manager was committed to providing people with person-centred care which met their needs. One staff member told us staff were supported to "provide the best person-centred care."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The registered manager had assessed people's communication needs and identified how they needed information to be provided. This was recorded in people's care records to guide staff on how to share information with them.

Improving care quality in response to complaints or concerns

- The provider had a procedure for receiving and responding to complaints about the service. Guidance about how to raise concerns was included in the information given to people when they started to receive care from the service. People told us they knew how they could contact the registered manager if they had any concerns about the service provided.
- Staff knew how people could complain about the service. They said they would be confident supporting people to make a complaint if they required assistance to raise any concerns.

End of life care and support

- The registered manager had links with local and specialist services which they would work with to ensure people were supported, where possible, to remain in their homes as they reached the end of their lives. The staff had received training in supporting people who required end of life care.

# Is the service well-led?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People experienced positive outcomes and valued the service they received. One person told us, "I am very pleased I have spoken to you so I can tell you how lucky I feel to have such a great company caring for me and helping me."
- The registered manager had developed a positive, person-centred culture which had been embraced by the staff team. The registered manager and staff were committed to providing people with high-quality care. A relative said, "The carers do lots of extra things. For example, the other day one of them put the clocks back. It's a small thing but it makes a difference."
- One staff member told us, "Unikcare Solutions encourages us to take care of the service users in a proper way ... and try by all means possible to do something which ensures that all service users are receiving the best care."
- Everyone said they would recommend the service. A relative said, "I would definitely recommend Unikcare to others." A staff member said, "I would recommend this service because of its commitment to person-centred care." Another staff member said, "I can confidently recommend Unikcare Solutions to anyone who wants to receive the best care."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The provider, registered manager and staff understood their responsibilities under the duty of candour. The registered manager was open and honest when incidents occurred and shared information about incidents with relevant people.

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

- The registered manager and staff were clear about their roles and responsibilities. Staff felt well supported and were confident they provided good care to people. They told us they were proud of the service they provided. One staff member said, "[Registered manager] supports us to provide the best person-centred care." Another told us, "We are doing a great job."
- People told us the service was well managed. They were very complimentary about the registered manager and the service provided. One person said, "They are a very professional company." A relative told us, "I have nothing but good to say about this company."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- The registered manager had systems to gather people's views about the service. They worked with staff providing people's care and used this as an opportunity to ask if people were happy with their care. People were also asked for their views by telephone and at meetings to review their care. One person told us, "[Registered manager] rings and checks on me regularly and she also visits to make sure I am alright." A staff member said, "The manager [registered manager] hardly spends time in the office. She always moves around checking on service users and asking them if they are happy with the care which they are receiving."
- Staff told us if they raised concerns with the managers in the service they took action promptly to address any issues. One staff member said, "The administrator and the manager [registered manager] are always there to address issues and concerns swiftly when they arise."
- The registered manager was committed to the continuous improvement of the service. They assessed the quality of the service to identify how it could be further improved.

Working in partnership with others

- The registered manager and staff worked in partnership with other agencies to ensure people received the care they needed. People told us the staff liaised effectively with other services, such as their doctor, to ensure they received the support they needed.