

Mars Cheshire Limited

# Caremark (Cheshire North East)

## Inspection report

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Website: [www.caremark.co.uk](http://www.caremark.co.uk)

Date of inspection visit:  
17 March 2021

Date of publication:  
09 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service effective?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

Caremark (Cheshire North East) is a domiciliary care agency based in the Handforth area of Cheshire. It provides personal care to people living in the community. At the time of our inspection, the service was offering care and support to 34 people who lived in the area.

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

There were enough staff to meet people's needs and recruitment was ongoing to fill any shortfalls in staffing. A new rostering system was to be introduced to ensure staff had enough time to complete and travel between calls. There were systems in place to ensure staff were knowledgeable, competent and supported in their roles.

The service had plenty of personal protective equipment available and staff were engaged in the Covid-19 testing and vaccination programme. Training and updates were provided to staff regularly.

A new manager was in place and, together with the management team, they were committed to driving improvements at the service and ensuring people received good quality care and support. An action plan was in place and work was ongoing in this area. People were generally happy with the support they were receiving.

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

The last rating for this service was good (published 21 May 2018).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about staffing, staff training, infection prevention and control and how the service was being managed. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service effective?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### **Is the service well-led?**

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Caremark (Cheshire North East)

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on specific concerns we had about staffing, staff training, infection prevention and control and how the service was being managed.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

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

The service had a manager who was in the process of registering with the Care Quality Commission. The provider is legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or manager would be in the office to support the inspection. Inspection activity started on 17/03/2021 and ended on 19/03/2021. We visited the office location on 17/03/2021.

#### What we did before the inspection

We reviewed information we had received about the service and people who use the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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 two people who used the service and two relatives about their experience of the care provided. We spoke with seven members of staff including the manager and management team and carers.

We reviewed a range of records. We looked at three staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including some policies and procedures and management oversight of accidents, incidents and safeguarding concerns were reviewed.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and other records.

# Is the service safe?

## Our findings

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

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about staffing and management of infection prevention and control.

### Staffing and recruitment

- The service was following safer recruitment practices and completing the relevant checks of references and with the disclosure and barring service. This helped to ensure staff were safe to work in this field.
- The service was continually recruiting to ensure there were enough staff to meet people's needs. Staff told us they sometimes felt rushed as they did not always have enough time to travel between calls. The manager had identified this as an issue and a new system for rostering calls to ensure sufficient time for travel was being identified. People told us staff were generally on time for calls and that when staff were running late, they would usually be called to let them know.
- People and relatives told us they were generally supported by a consistent staff team who knew them, and their care needs well. One person commented, "They [staff] are very caring. They are clear on what they need to do and very efficient." The manager told us that they try to keep staff consistent to certain areas and calls as much as possible.

### Preventing and controlling infection

- Staff had access to plenty of personal protective equipment (PPE) as needed. There were systems in place to check and ensure that staff were using this appropriately and a system for ensuring staff received regular updates of any changes was in place.
- Staff were engaged in the Covid-19 testing and vaccination programme. Where staff became unwell the current guidance was being followed. Staff had completed training to ensure good infection control practice.

# 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.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about training. We will assess all of the key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- Staff told us they had the training they need to do their role. Staff completed a variety of mandatory training prior to working with people and training was updated when needed. People told us that staff generally were competent and any issues would be quickly addressed.
- Staff told us they felt supported by the management team. Staff received supervision and team meetings via video call, where any issues and updates could be discussed. The service completed one to one inductions for new staff, which included practical training such as moving and handling.

# 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.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check a specific concern we had about how the service was being managed. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- A new manager was in post and had begun the process of registering with the Care Quality Commission.
- There was a management team with specific roles and responsibilities. Staff were clear on their roles and people felt able to raise concerns and feedback to the service.
- The provider and manager had an action plan was in place. The service was making progress and was committed to driving improvement. People were generally happy with the support they were receiving, and staff told us they felt things were improving.