

GoodKnight Home Care Ltd

GoodKnight Home Care

Inspection report

Unit 6A, Rowan House, Sheldon Business Park
Sheldon Corner, Sheldon
Chippenham
SN14 0SQ

Tel: 01249656665
Website: www.goodknighthomecare.co.uk

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20 August 2020
28 August 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

GoodKnight Home Care is a small domiciliary care agency based in Chippenham. It provides care and support to people in their own homes and flats. At the time of the inspection there were 16 people using the service.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

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

Not all incidents had been managed effectively. Some incidents had not been reported to the registered manager without delay which meant some actions had not been taken. Following our inspection the registered manager made sure the appropriate action was taken for all incidents.

Systems were not in place to make sure staff could complete incident records contemporaneously and for incidents to be managed in the absence of the registered manager. Following our inspection the registered manager has put into place systems to improve incident reporting and management. The registered manager reviewed incidents and took action to make sure risks were minimised.

Staff had access to personal protective equipment and had been trained on how to use it safely. Staff had been trained in infection prevention and control good practice and checked they were competent in areas such as handwashing.

Staff had been provided training on safeguarding and given information on how to report any concerns.

People and relatives we spoke with were happy with the service and the staff supporting them. People told us the service was reliable and staff were kind and caring.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 04/11/2019 and this is the first inspection.

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about how the service managed incidents, some aspects of infection prevention and control and safeguarding.

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?

We have not given a 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

GoodKnight Home Care

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had about how the service managed incidents, some aspects of infection prevention and control and safeguarding.

Inspection team

This inspection was carried out by three inspectors. Two inspectors made phone calls to people, relatives and staff and one inspector visited the office location.

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 registered with the Care Quality Commission. This means 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

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was because the service is small and the registered manager is often out and we wanted to be sure there would be someone at the office available to help us.

Inspection activity started on 28 July 2020 and ended on 2 September 2020. We visited the office location on 20 August 2020.

What we did before the inspection

We reviewed information we had received about the service and we carried out a call using our emergency support framework. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with five people who used the service and three relatives about their experience of the care provided. We also spoke with two members of staff, the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records which included incident forms, complaints records, quality monitoring records and policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at updated information on medicines incidents, safeguarding concerns and an amended policy.

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. We have not provided a rating for this service as this was a targeted inspection and 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 how the service managed incidents, some aspects of infection prevention and control and safeguarding. We will assess all of the key question at the next comprehensive inspection of the service.

Learning lessons when things go wrong

- Incidents were not always managed effectively. Incidents had not been reported to the registered manager at the time of their occurrence. There had been four medicines incidents, but not all had been reported to the registered manager without delay. This had limited the action taken as a result of the incident. Following our inspection the registered manager reported all incidents to the local authority safeguarding team.
- Staff were not completing incident forms contemporaneously. The registered manager was filling out the form and adding in information from staff about what had happened. This meant the record might not have all the details needed to be a legal record. Following our inspection the registered manager reviewed this system. Staff were given the records they needed to fill out the incident forms without delay. The registered manager also put into place systems to make sure they were informed about any incident without delay.
- Incidents had been reviewed by the registered manager and opportunities for reflection were provided to staff to learn from what had happened.

Preventing and controlling infection

- We had concerns about the use of personal protective equipment (PPE) used at the service. We had been told staff did not have access to appropriate PPE and were not using it safely. During our inspection we found the concerns had been addressed by the registered manager.
- Staff had access to PPE and were using it safely. The registered manager carried out checks on staff to make sure PPE was being used following the up to date guidelines.
- Staff had been given training on infection prevention and control good practice which included how to put on and remove PPE safely.

Systems and processes to safeguard people from the risk of abuse

- We had concerns that some safeguarding incidents might not have been managed safely and we might not have been notified of all incidents. We found there was not a robust system in place to make sure all incidents were reported and managed safely at all times.
- Prior to our visit there had been a potential safeguarding incident whilst the registered manager was on annual leave. This had not been reported to the local authority safeguarding team and we had not been notified. There was not a robust system in place to make sure these actions were taken in the absence of the

registered manager.

- Following our inspection the registered manager made sure the necessary action was taken and commenced recruitment for a senior member of staff. They told us this would help them to carry out their management work and make sure there was adequate management cover.
- People and relatives told us they were happy with the care and support they received. Comments included, "We couldn't wish for anything better, we are really, really pleased, really satisfied with it", "We have got to know three carers well and they are more or less friends now, they are so kind and helpful" and "It is a first class service, they [staff] are very caring people. They stick to the times and are very reliable."
- Staff had received safeguarding training and had a staff handbook with details of who to call if they wanted to raise any concerns.