

Yourlife Management Services Limited

YourLife(Ponteland)

Inspection report

Henderson Court, North Road
Ponteland
Newcastle Upon Tyne
Tyne and Wear
NE20 9UH

Tel: 01661872893

Date of inspection visit:
05 May 2023

Date of publication:
11 July 2023

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

YourLife (Ponteland) provides personal care within an assisted living scheme for older people aged 70 or over. The complex comprises 59 owner occupied apartments. They are for single person or double occupancy. At the time of the inspection there were 9 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

People were supported with their medication and staff were trained in this. Some medicines recording was not in line with current guidance. Medication audits were not effective enough to identify those shortfalls. We have made a recommendation about this.

People had person-centred care plans in place which took into account their preferences. Risks to people and staff had been assessed with appropriate measures in place to help protect people. The registered manager had processes to monitor the safety of people and staff.

People's feedback of the service was positive. People told us staff were kind and attentive. They also told us they felt very safe. They told us the registered manager was approachable and supportive.

Staff were trained and well supported in their roles by the registered manager. Best practice and good care were encouraged with systems in place to share this conduct across the team. Recruitment checks were not always robustly completed. We have made a recommendation about this.

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.

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

Rating at last inspection

The last rating for this service was good (published 15 August 2017).

Why we inspected

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

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

The overall rating for the service has remained good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for YourLife (Ponteland) on our website at www.cqc.org.uk.

Recommendations

We recommend the provider reviews their recruitment procedures, monitoring of medication and medication auditing procedures to ensure these are more robust. We have found evidence the provider needs to make improvements. Please see the safe and well-led sections of this full report.

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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p>Good ●</p>

YourLife(Ponteland)

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 team consisted of 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 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 the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 24 April 2023 and ended on 19 May 2023. We visited the location's office on 5 May 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We reviewed

information we received from the local authority, professionals who work with the service and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 2 people who used the service and 3 relatives to gather feedback on the care and safety of the service.

We spoke to staff, including the registered manager and regional manager.

We reviewed a range of records. This included 2 people's care records, multiple medication records and maintenance and safety certificates. We looked at a variety of records relating to the management of the service, including 2 staff recruitment records and quality assurance procedures.

Is the service safe?

Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Using medicines safely

- Overall, medicines were managed safely.
- People's medicines were administered by staff who had received training in medicine management.
- Some recording anomalies were discussed with the registered manager and addressed immediately. We found no evidence during this inspection that people were at risk of harm from this concern.

We recommend the provider reviews their medication procedures to ensure records demonstrate best practice guidance.

Staffing and recruitment

- There was enough staff to meet the needs of the people.
- Staff were appropriately trained and spot audit checks had been developed to monitor staff practices.
- One family member told us, "My relative has a regular team of staff and knows who is coming in." Another told us "My relative is safe because the staff turn up when they say. They turn up if my relative presses the buzzer and the staff are always willing to help."
- Recruitment checks were not always robustly completed and in line with best practice. For example, full education and employment histories were not always in place. We found no evidence during this inspection that people were at risk of harm from this concern.

We recommend the provider reviews their recruitment procedures to ensure records demonstrate best practice guidance.

Systems and processes to safeguard people from the risk of abuse

- Safeguarding policies and procedures were in place to protect people from harm.
- The registered manager was aware of their responsibilities and knew how to manage and report concerns correctly. We saw evidence of robust safeguarding during the inspection.
- Safeguarding training was in place for all staff which included refresher training, when needed.
- One family member told us, "My relative is safe because I visit regularly and can see the assistance they provide to my relative."

Assessing risk, safety monitoring and management

- Risks were assessed, and actions were put in place to keep people safe.
- Staff and people were confident in reporting concerns to the management team. They had confidence in the registered manager to manage these appropriately and implement change to improve the service and

keep people safe.

- One family member told us, "Before my relatives' return [from hospital] they will review the care plan and risk assessment."

Preventing and controlling infection

- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Learning lessons when things go wrong

- The provider had a process in place for reporting accidents and incidents and analysed the data from these.
- The provider reviewed lessons learnt when things went wrong and took action to reduce the risk of recurrence.
- Lessons learnt from incidents were cascaded to the team through face-to-face meetings and other forms of communication.

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 our last inspection we rated this key question good. The rating for this key question has remained 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

- There was a positive, inclusive, and empowering culture in the service.
- People were involved in creating and reviewing their care plans and there were regular resident's meetings.
- One family member told us, "My relative also says it's the best place." Another told us, "We are kept very well informed. She will ring me if my relative hasn't gone to lunch."

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 had a duty of candour policy in place and understood their responsibilities to support an open, honest and transparent culture.

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

- The registered manager understood their regulatory responsibilities and notified CQC of significant events. They had the skills, knowledge and experience to perform their role and a clear understanding of people's needs and oversight of the services they managed.
- The provider had audits and checks in place to monitor the quality and safety of the service.
- People spoke positively about the management. One person told us, "The registered manager is a good manager especially if you are not feeling well. When I fell she was fantastic. She comforts you and stayed with me; a shoulder to cry on." A family member told us, "[Registered manager] is a good manager; it is run very well. We are kept very well informed."

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

- The provider had a system to gain the views of relevant people about the service. Surveys were used to receive feedback on the way the organisation performed. These were sent to people, staff and partner organisations.
- Staff meetings were taking place and a record was kept of these for those who could not attend.
- A family member told us, "I have filled in a questionnaire with my relative. There hasn't been any relative meetings, but they do have resident meetings."

Continuous learning and improving care; Working in partnership with others

- The management team were committed to continuous and sustained improvement to the quality of care, with a clear strategic plan.
- The organisation had established effective working relationships with other agencies and professionals involved in people's care . This was evident in the care plans we reviewed.
- We viewed questionnaires sent to professionals during the inspection. One district nurse said, 'The staff are friendly, [registered manager] always available, staff knowledgeable, no concerns re confidentiality etc.' A physiotherapist said, "I witnessed incidents of illness and felt staff acted efficiently and appropriately, highly knowledgeable, very well led."