

MyCare Home Services Ltd

# MyCare Home Services Ltd

## Inspection report

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## 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

MyCare Home Service Ltd is a domiciliary care agency. It provides personal care to people living in their own houses and flats. It provides a service to adults. This is the only location for this provider. The owners are involved in the day to day management of 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. At the time of our inspection, 31 people were using the service.

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

People using the service were happy with the support they received. They liked the care workers and said they arrived on time and provided good quality care.

Risks to people's safety and wellbeing were assessed, monitored and managed.

People received their medicines safely and as prescribed.

There were systems for dealing with complaints, accidents, incidents and safeguarding alerts. The provider investigated and learnt from these.

There were enough suitable staff to care for people and meet their needs.

The service was appropriately managed. There were effective systems for monitoring and improving the quality of 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 and update

The last rating for this service was requires improvement (published 17 June 2019). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made.

### Why we inspected

We carried out an announced comprehensive inspection of this service on 16 April 2019. No breaches of legal requirements were found but we identified improvements were needed regarding safe care and treatment and good governance. The provider completed an action plan after the last inspection.

We undertook this focused inspection to check they had followed their action plan and to confirm they met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led.

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 changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for MyCare Home Services Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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?**

**Good** ●

The service was safe.

Details are in our safe findings below.

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

**Good** ●

The service was well-led.

Details are in our well-led findings below.

# MyCare Home Services Ltd

## 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 conducted by one inspector. An Expert by Experience supported the inspection by making phone calls to people using the service and their relatives. 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 we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 3 October 2022 and ended on 1 November 2022. We visited the location's office on 1 November 2022.

#### What we did before the inspection

We used all the information we held about the service, which included notifications of significant events.

We used the 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.

#### During the inspection

We met the registered manager and staff working in the office. We spoke with the relatives of three people who used the service. We looked at records used by the provider for managing the service. These included the care records for four people, four staff records, records of medicines management, audits, meeting minutes and quality monitoring information.

# 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 requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

### Assessing risk, safety monitoring and management

At our last inspection, we found that the provider's systems for assessing and monitoring risk were not always robust enough. At this inspection, we found improvements had been made.

- The provider had assessed risks to people's safety and wellbeing, including those related to their health, home environment and activities. The risk assessments included plans about how to manage these risks and how to keep people safe. Assessments were regularly reviewed and updated.

### Staffing and recruitment

At our last inspection, we found the provider's systems for selecting and recruiting new staff were not always robust enough. At this inspection, we found improvements had been made.

- There were enough suitable staff to meet people's needs and keep them safe. The provider had an electronic call monitoring systems to monitor and record when care visits took place. People told us care workers arrived on time and stayed for the agreed length of time. The provider's own quality monitoring records also confirmed this.
- The provider undertook checks on the suitability of staff when they were recruited. These included checks on their identity, employment history, skills and knowledge. The staff undertook a range of training and the provider regularly assessed them, through observations and knowledge checks, to make sure they were providing good quality care.

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

- There were systems and processes designed to safeguard people from the risk of abuse. Staff had training in these and opportunities to discuss recognising and reporting abuse with their line managers through individual and team meetings.
- People's relatives told us they thought people were safely cared for. The provider's own quality checks confirmed people felt safe with the agency and care workers.
- The provider had responded appropriately to allegations of abuse to help make sure people were kept safe, that relevant external agencies were informed and that allegations were investigated.

### Using medicines safely

- People received their medicines safely and as prescribed. The staff administering medicines were trained and their skills, knowledge and competencies regarding medicines management were regularly assessed.
- The provider liaised with prescribing doctors and pharmacists to make sure people received the right medicines and any concerns about medicines were discussed.
- Staff recorded when they had administered medicines and the provider checked and audited these records to make sure people had received their medicines safely.

### Preventing and controlling infection

- The provider had systems for preventing and controlling infection. The staff received training about these, and the provider carried out knowledge checks and observations to make sure staff demonstrated good practice.
- The provider had adapted their procedures in line with government guidance about COVID-19. They shared information about this with people using the service, their relatives and staff.
- Staff were provided with personal protective equipment (PPE) and people told us they wore this and disposed of it appropriately.

### Learning lessons when things go wrong

- There were systems for learning when things went wrong. The provider recorded all accidents, incidents, complaints and safeguarding alerts. They investigated these and recorded lessons learnt, which they shared with staff.
- The provider also analysed feedback from people who used the service and other stakeholders. They used this information to create lessons learnt logs which helped to inform their service improvement plans.



# 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 requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

### Continuous learning and improving care

At our last inspection, we found the provider's systems for monitoring and improving quality were not always operated effectively. At this inspection, we found improvements had been made.

- The provider had effective systems for monitoring and improving quality. They undertook a range of audits looking at care provision and the quality of records. They also invited external professionals to carry out audits to help them identify areas where improvements were needed.
- The provider sought feedback from people using the service and other stakeholders by regularly contacting them to ask about their experiences.
- The provider had improved their records and systems at the service. They had introduced an electronic monitoring system which also provided live data for staff and managers about changes to the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People received a personalised service which met their needs and wishes. They told us they had been involved in care planning and reviews. They were happy with the service they received. The provider's own quality monitoring systems showed people gave positive feedback and were happy. Staff felt supported and said they would recommend the agency as a good place to work.
- People using the service told us they had regular contact with the agency. Members of the management team contacted them or people's relatives each week to ask about their experiences. They recorded their experiences and responded to any concerns or requests for change.
- The provider's electronic systems included features where people using the service and families could access their care records and plans. They could leave comments and check care was being provided as planned.
- People's care plans and risk assessments were regularly reviewed and they had opportunities to complete satisfaction surveys annually. The feedback from these was helped to improve the service.
- People's diverse needs were recorded and included in care plans where appropriate.

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 policy regarding duty of candour. The management team and staff understood their responsibilities under this. The provider had apologised when things went wrong, investigated these and learnt from these.

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

- The registered manager and business development manager were both registered nurses and had experience of working in different sectors of health and social care. They were supported by an experienced management team.
- There were clear policies and procedures which reflected the provider's values, legislation and good practice guidance.
- There were regular meetings for managers and staff to keep them informed.

Working in partnership with others

- The provider liaised with other external agencies and professionals, such as pharmacists, nurses and doctors to monitor and meet people's needs.
- The management team worked with other care professionals to monitor and develop the service and to share ideas.