

Ginger Homecare Limited

# Ginger Homecare Limited

## Inspection report

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Date of inspection visit:

25 April 2023

28 April 2023

Date of publication:

24 May 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

Ginger Homecare Limited provides home care services enabling people to be cared for while living in their own homes. The service is managed from the registered office in Leyland. At the time of this inspection 70 people were receiving regulated personal care and support from 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

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and or who are autistic.

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. Consent to care and treatment had been obtained and where people lacked capacity relevant others had been involved in supporting people's decision making.

Risks relating to people's needs had been identified and records provided a detailed plan for managing those risks. Medicines were administered and managed safely. There were enough members of staff on the rota to support the number of people using the service.

Training records demonstrated appropriate and relevant training was provided. Referrals were made to other healthcare services where necessary. People told us they thought the care they received was very good and spoke positively about the staff who supported them.

People told us the staff treated them with dignity and respect and were kind and caring towards them. Care plans demonstrated a person-centred approach. Concerns and complaints were promptly responded to.

Quality monitoring and auditing systems were well established. There was regular oversight of the safety and quality of the service. People said very positive things about the management and staff and described the service as 'very good'.

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

### Rating at last inspection

The last rating for the service was good, published on 27 November 2017.

#### 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.

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

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## 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 who made telephone calls to people. 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 this inspection there was a registered manager in post.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because we wanted to be sure there would be people available to speak with us.

Inspection activity started on 25 April 2023 and ended on 28 April 2023. We visited the location's office on the first date and the telephone calls were made on the second date.

### What we did before the inspection

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. We used all this information to plan our inspection.

### During the inspection

We spoke with 3 people who used the service and 6 relatives about their experience of the care provided. We spoke with 3 members of care staff, the registered manager, deputy manager and a care supervisor who is also an appointed trainer. We reviewed a range of records. This included 5 people's care records and medication records. We looked at 4 staff files in relation to recruitment, training and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

# 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. At this inspection the rating has remained good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Staff completed assessments and records that provided a detailed plan for managing any risks.
- The provider had systems in place to record accidents and incidents. We saw evidence that action had been taken to appropriately deal with them and any learning from them had been shared with the staff team.
- Staff told us they had completed a thorough programme of training that made them feel confident and competent to deliver safe care.

Using medicines safely

- People received their medicines as prescribed.
- People's records were clear as to whether their medicines were prompted or administered by the staff.
- Staff were trained in how to support people with their medicines and their competencies were regularly checked.

Systems and processes to safeguard people from the risk of abuse

- Staff were trained to identify and report abuse and to provide people's care in a safe way.
- People told us they felt safe with the staff who visited them in their homes. One person said, "Yes, very, very safe." Another said, "They [care workers] are really very good and caring."
- Staff told us they were comfortable raising any concerns with the registered manager.

Staffing and recruitment

- There were sufficient numbers of suitably trained staff. People's experiences about the consistency of visit times were very good. One person said, "They are dependable." A relative told us, "The consistency of the staff my [relative] finds reassuring."
- Recruitment systems, processes and records were completed with the required information to show staff were suitable to work with vulnerable people.

Preventing and controlling infection

- We were assured that the provider was using Personal Protective Equipment (PPE) effectively and safely.
- People told us that staff wore appropriate PPE such as masks and gloves where required.
- We were assured that the provider's infection prevention and control policy was up to date.

# 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. At this inspection the rating has remained good. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The registered manager had processes in place to monitor the safety and quality of the service
- People told us the service was well-managed. One person told us, "The registered manager is on the ball and she listens."
- The management team completed spot checks of staff and observed their competence. Any issues or concerns were dealt with promptly.

Continuous learning and improving care

- The registered manager was committed to continuous learning to improve care.
- Staff were encouraged to complete the national Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It is made up of the 15 minimum standards that should form part of a robust induction programme]
- The registered manager had taken appropriate actions to address any problems or concerns as and when they arose.
- We received very positive feedback about the leadership and the management from staff and people using the service. One person told us, "They deal with things very quickly."

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

- People could engage and give feedback on the service they received during the reviews of their care and support.
- We saw people had been asked in a survey for their opinions of the service, with very positive results.
- People told us they were happy with the service. A relative told us, "Staff are more than helpful and understanding." Another relative said, "Management and staff are very flexible and work well with short notice requests."

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

- People told us they were happy with their visit times and were happy with the care and support they received. One person said of the service, "The main thing is they are empathetic, and they care."
- People were cared for by staff who enjoyed their jobs and staff we spoke to said there was good morale



within the company. One member of staff we spoke with had worked for the provider for 15 years and described it as 'a family'.

#### Working in partnership with others

- Staff worked effectively in partnership with community health care professionals from multidisciplinary teams to achieve good outcomes for people.
- Staff told us the registered manager listened to them and was very supportive. One staff member said, "They would definitely recommend the service to their own relatives."

#### 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 registered manager regularly reviewed any accidents or incidents and took appropriate actions to rectify and keep people safe.
- The registered manager understood their responsibilities under the duty of candour. People's relatives and or relevant others including local authority safeguarding and commissioners had been informed of any significant events.