Caring Carers Limited

# Caring Carers Ltd, 3 Weston Chambers, Southend on Sea

## Inspection report

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## Ratings

| | |
|---|---|
| Overall rating for this service | Good |

| | |
|---|---|
| Is the service safe? | Good |
| Is the service effective? | Good |
| Is the service caring? | Good |
| Is the service responsive? | Good |
| Is the service well-led? | Good |

# Summary of findings

## Overall summary

The Inspection took place on the 18th July 2017.

Caring Carers Limited is a domiciliary care agency which offers personal care, companionship and domestic help to support people living in their own home. At the time of our inspection they were supporting approximately 60 people.

At our last inspection the service was rated as Good. At this inspection we found the service remained Good.

The service was safe. Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare. People were cared for safely by staff who had been recruited and employed after appropriate checks had been completed. There were sufficient staff to meet people's needs consistently. People were supported to take their medication by staff who had received training to do so.

The service was effective. People were cared for and supported by staff who had received training to support people to meet their needs. The registered manager had a good understanding of their responsibilities in relation to the Mental Capacity Act 2005. People were supported to eat and drink enough to ensure they maintained a balanced diet and referrals to other health professionals were made when required.

The service was caring. Staff cared for people in an empathetic and kind manner. Staff had a good understanding of people's preferences of care. Staff always worked hard to promote people's independence through encouraging and supporting people.

The service was responsive. People and their relatives were involved in the planning and review of their care. Care plans were reviewed on a regular basis and also when there was a change in care needs. People were supported to follow their interests and participate in social activities. The registered manager responded to complaints received in a timely manner.

The service was well-led. The service had systems in place to monitor and provide good care and these were reviewed on a regular basis.

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

We always ask the following five questions of services.

| | |
|---|---|
| **Is the service safe?**<br>The service remains Good | Good |
| **Is the service effective?**<br>The service remains Good | Good |
| **Is the service caring?**<br>The service remains Good | Good |
| **Is the service responsive?**<br>The service remains Good | Good |
| **Is the service well-led?**<br>The service was well led.<br><br>Staff felt valued and were provided with the support and guidance to provide a high standard of care and support.<br><br>There were systems in place to seek the views of people who used the service and others and to use their feedback to make improvements.<br><br>The service had a number of quality monitoring processes in place to ensure the service maintained its standards. | Good |

# Caring Carers Ltd, 3 Weston Chambers, Southend on Sea

**Detailed findings**

## Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on the 18th July 2017 and was announced. The inspection was carried out by one inspector.

Before the inspection, we reviewed previous reports and notifications that are held on the CQC database. Notifications are important events that the service has to let the CQC know about by law. In addition we reviewed the Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We also reviewed safeguarding alerts and information received from a local authority.

After the inspection we rang to speak to eleven people using the service. We spoke with five people and two relatives. During our inspection we spoke with the care co coordinator and three care staff. We reviewed five care files, four staff recruitment files and their support records, audits and policies held at the service.

Good

# Is the service safe?

## Our findings

At this inspection we found the same level of protection from abuse, harm and risks as at the previous inspection and the rating continues to be Good.

People told us that they felt safe using the service, one person said, "I am very satisfied with the service I get." Another person said, "I can't fault them, they always check and make sure I am okay. They check my doors and windows are locked as sometimes I leave the door open." Staff told us that they make sure people are safe by ensuring key safe numbers are kept confidential. One member of staff said, "I always make sure the key safe is scrabbled and the flap closed and that people are secure in their homes." Another member of staff said, "We always carry our identification to show people who we are."

Staff received training in how to safeguard people from abuse. Staff were knowledgeable of the signs of potential abuse and what they should do to report this. One member of staff said, "If I was concerned I would call the office for advice and inform them." Another member of staff said, "I would report anything to my manager, if I was not satisfied how it was dealt with I would go outside to the social services." The registered manager knew how to raise safeguarding concerns and had worked with the local authority to investigate these.

The registered manager made sure they recruited staff of good character and ensured all staff completed enhanced disclosure and barring checks (DBS). In addition the registered manager has worked with Border Control to ensure staff were legally entitled to work in this country. The registered manager ensured staff did not have gaps in their employment history and obtained references of their previous work and character. People received care from a consistent staff team. People told us that they had regular carers. One person said, "I have my main carer and then two others that come in as well." People told us that staff came to them on time and were rarely held up. One person said, "They are generally on time unless something has happened and they are delayed then they let me know."

Staff had the information they needed to support people. Staff undertook risk assessments to keep people safe. These assessments identified how people could be supported to maintain their independence and to ensure people were safe in their own homes. One person said, "They use to do everything for me, but now I can walk with my sticks and they make sure I am alright with them." The risk assessments included making sure the environment was safe, for example, that there were not any loose rugs or carpets that people could trip over. Staff were trained in first aid, should there be a medical emergency and they knew to call a doctor or paramedic if required. One member of staff said, "If I found somebody was unwell or had fallen, I would call an ambulance and inform the family and office."

Generally people who used the service were responsible for their own medication. Staff did support some people with medication and this was recorded using medication administration charts (MARS). The service supported people were required to order and collect new prescriptions. In addition the service had a member of staff that went around and checked people's medication was ordered correctly and that it was in date and stored and administered correctly. Staff told us that they had received training to support people

with taking medication and records confirmed this. Staff told us that some people needed to take their medication at specific times so they prioritised these calls to fit with the timing of their medication. From medication administration records we reviewed we saw that these were all completed correctly.

Good

# Is the service effective?

## Our findings

At this inspection, we found staff had the same level of skill, experience and support to enable them to meet people's needs effectively, as we found at our previous inspection. People continued to have freedom of choice and were supported with their dietary and health needs. The rating continues to be Good.

People received effective care from staff that were supported to obtain the knowledge and skills to provide good care. The registered manager had a training suite at the service to facilitate face to face training with staff. In addition staff were encouraged to complete nationally recognised qualifications such as national vocational qualifications levels 2, 3 and 5. The care co-ordinator told us that they supported staff to obtain qualifications so that they can develop their careers in care should they wish to do so. One member of staff told us, "I am just waiting for the college to contact me to start my NVQ level 2."

Staff felt supported at the service. New staff had a thorough induction which included face to face training and supervision from more experienced staff. One member of staff told us, "When I first started I did training in basic care, safeguarding, moving and handling. Then I worked with other staff for a few weeks so I knew what I was doing." In addition staff said that they had regular opportunities to reflect on their practice and to discuss the running of the service during staff meetings, supervision sessions and spot checks.

People who used the service had capacity to make their own decisions and choices about their care. Staff were aware that people had to give their consent to care and had the right to make their own decisions. The registered manager was aware of the Mental Capacity Act 2005 and was aware of how to apply for capacity assessments and how to protect people's rights.

Where required people were supported with their dietary needs. Staff assisted people with their meals by preparing food for them. People told us that they chose their meals and staff would prepare the meals for them. Meals mostly consisted of light snacks and microwave meals. Staff told us that they always make sure people have drinks and snacks within reach. One member of staff said, "Before I leave I make sure they have a jug or glass of water of juice whatever they want and food within reach. I record everything on charts as well to show what they have had to eat and drink."

People were supported to access healthcare as required. The service had good links with other healthcare professionals, such as, community nurses, occupational therapists and GPs. The registered manager made referrals where appropriate for assessments from the district nurses and occupational therapists if people required support or equipment for them to continue living at home independently. One member of staff said, "If necessary I will contact the district nurse directly or I will inform the office or family to do this."

Good

# Is the service caring?

## Our findings

At this inspection people remained happy using the service, they continued to be very complimentary of the staff and felt cared for. The rating continues to be good.

People were very complimentary of the support they received from staff and how caring the staff were. One person told us, "I can't fault them they are marvellous, like their name they are truly caring carers." Another person told us, "The carers are all very good."

Staff knew people well, their preferences for care. People told us that they had their own regular carers and staff confirmed that they had a regular round of people they supported. This meant people were cared for consistently. One person told us, "They are as regular as clockwork; they are all lovely and have time to talk to me." A member of staff told us, "I have a regular round; you get to know people's preferences and what times they like you to attend."

People were actively involved in decisions about their care and treatment and their views were taken into account. The registered manager discussed people's care needs with them so that they could develop a care plan that was tailored to their needs. This care plan would then be reviewed after six weeks. One person told us, "I have regularly reviewed what I need and I have reduced the amount of calls now I am able to do more for myself." When appropriate, staff supported people to have other professionals involved in their care who could act as advocates, such as social workers and relatives. A member of staff said, "If needed I refer people back to their social worker for support."

People were always treated with dignity and respect. Staff told us that they always called out and knocked when entering people's home. One person told us, "I like to be called by my first name and they all do this for me." A relative told us, "They are all very good and pleasant, it is reassuring for us."

Good

# Is the service responsive?

## Our findings

At this inspection we found staff were as responsive to people's needs and concerns as they were during the previous inspection. The rating remains Good.

People continued to receive care that was individual and personalised to their needs. The registered manager and care co coordinator ensured people had a thorough assessment before they agreed to deliver their care. The care coordinator reviewed referrals and met with people to check what their support needs were and to assess their environment to ensure they had all the equipment they needed. Care was then reviewed after six weeks with people and their family to ensure it was working well or if any changes were needed. A full review was then completed six monthly unless it was indicated that the support needs had changed before this. Before people began receiving care from staff they were introduced to them and people were informed which carers they should expect.

The service continued to be responsive to people's changing needs. People's care needs were kept under constant review and adjusted as required. People and their relatives told us that the service was responsive in altering their care package and changing call times if required. One person told us, "They are very flexible if I need to cancel or change the time I just ring up the office." In addition staff told us that they referred people for Occupational therapy assessments for equipment reviews and to the district nursing team if physical needs changed. One member of staff said, "I referred a person who had physically deteriorated, they were assessed and now have a hospital bed at home and pressure relieving mattress to help them."

People were supported with their social needs and hobbies. Staff supported people to have access to activities they enjoyed such as reading and watching television. One person told us, "The whole atmosphere changes when they (staff) walk in. They are such good company."

The registered manager had a robust complaints process in place that was accessible and all complaints were dealt with effectively. People and relatives said if they had any concerns or complaints they would raise these with the registered manager. However people told us they generally did not have any complaints.

Good

# Is the service well-led?

## Our findings

At our previous inspection well led was rated as requires improvement, due to the lack of quality assurance and auditing systems. At this inspection due to the improvements made well led is rated as Good.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The registered manager had embedded their quality monitoring systems in to continually review and improve the quality of the service provided to people. They carried out regular audits, for example, on people's care plans and medication management and had appointed a member of staff to monitor and complete quality audits. In addition the service was changing over to use the local authority's software for monitoring calls, missed calls and call times. This system was being implemented in August following staff training. The registered manager was regularly reviewing the data to use the information as appropriate to continually improve the care people received.

People told us that they were happy with the quality of the service, one person said, "I will miss them when I don't need to use them anymore." Another person said, "They are good, I have no complaints." Staff shared the manager's visions and values at the service. One member of staff said, "We make sure people are happy and safe and have everything they need." Another member of staff said, "I give the best quality I can and put people first."

Staff felt supported and valued by the management team. Staff told us that the registered manager and care coordinator were always available to give them support. In addition to this they had regular monthly staff meetings to talk about the running of the service and to receive any updates on training or other relevant information. Staff also had meetings to discuss the care that people were receiving to check this was still appropriate or if they had any suggestions for changes that maybe required. Staff told us that they had regular supervision and spot checks were carried out on their performance and to see if they needed any additional support.

People and their relatives were actively involved in improving the service they received. The registered manager gathered people's and their relative's views on the service through direct feedback, telephone calls, emails and by using questionnaires. This showed that the management listened to people's views and responded accordingly, to improve their experience of the service.