

Mvecare Health Solutions Ltd

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Inspection report

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21 September 2020
23 September 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Mvecare Health Solutions Limited is a domiciliary care agency providing personal care in people's own homes. At the time of the inspection the service was providing care and support to one person.

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

The person and their relative were satisfied with quality of support provided to their family member. Their comments included, "They are very good." They told us they were kept fully informed by staff. They described the staff as being respectful and incredibly patient.

The person using the service did not express any concerns about their safety. Support was provided by the same core group of staff, which promoted good continuity of care. Systems were in place to safeguard people from abuse. Medicines were managed safely at the service. Staff had received infection control training.

The service was consistently managed and well-led. The registered manager and staff promoted high-quality, person-centred care. The person who used the service was 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.

Rating at last inspection

This service was registered with us on 03/05/2019 and this is the first inspection.

Why we inspected

This was a planned inspection in line with our inspection programme. We have made changes to the way we work due to Covid-19. This is to avoid putting pressure on services that are caring for people. We completed a focussed inspection. During this inspection we looked at two key areas safe and well-led. We do not look at all the five key questions during a focussed inspection. Therefore, the service was not given an overall rating.

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.

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

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.

Mvecare Health Solutions Limited

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 Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

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

We gave the service short 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 21 September 2020 and ended on 23 September. We visited the office on the 23 September 2020.

What we did before the inspection

We reviewed the information we held about the service, which included correspondence we had received and any notifications submitted to us by the service. Statutory notifications are information the registered

provider is legally required to send us about significant events that happen within the service. 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.

During this inspection

We spoke with the person and their relative about their experience of the support provided. We spoke with the registered manager and one staff member. We looked at one person's support plan and medication administration records. We looked at staff files, which included recruitment checks. We also looked at other records relating to the management of the service, such as policies and procedures.

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. This key question has been rated good. This meant people were safe and protected from avoidable harm.

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

- We reviewed one person's risk assessment. We found the risk assessments were relevant to the individual and promoted their safety and independence.
- Systems were in place for staff to record events such as accidents and incidents and complaints. So, lessons could be learnt when things go wrong. At the time of inspection there were no recorded events.

Staffing and recruitment

- Staff were recruited safely, and appropriate checks were carried out to protect people from the risk of being supported by unsuitable staff.
- There were enough staff employed to ensure people's needs were met. Support was provided by the same core group of staff, which promoted good continuity of care. The person's relative told us staff were very reliable.

Using medicines safely

- Medicines were managed safely at the service.
- Staff were trained in the safe management of medicines and their competency was checked.
- The person's medication records were regularly reviewed by the registered manager.

Systems and processes to safeguard people from the risk of abuse

- The person did not express any concerns about their safety.
- Systems were in place to safeguard people from abuse. The registered manager understood their responsibilities to ensure any safeguarding concerns were dealt with properly. There were no recorded safeguarding concerns at the time of inspection.

Preventing and controlling infection

- Staff had received infection control training and Covid- 19 training. The service had a good supply of Personal Protective Equipment (PPE). Staff were using PPE in line with the current national guidance to help keep people and staff safe from Covid- 19.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. 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; Continuous learning and improving care

- The registered manager regularly checked the person's support plan and medication records to identify where improvements could be made.
- The provider had a range of policies and procedures in place.

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

- The service was consistently managed and well-led. The registered manager and staff promoted high-quality, person-centred care. Staff spoken with were proud to work for the service.
- The person's relative made positive comments about how the service was run and the registered manager. Their comments included, "The manager is very efficient, very compassionate and very engaged."
- The service had received positive feedback about the quality of care provided from a local district nurse. Their comments included, "Their [staff] kind and compassionate manner doesn't go unnoticed," and "The carers [staff] always maintain [name]'s dignity whilst showing a high level of skill in their caring experience."

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

- The relative spoken with told us their family member was fully consulted in all aspects of their care and their choices were respected. The person and their relatives knew who the registered manager was and knew they could ask to speak with them if they had any concerns.
- Staff spoken with told us the registered manager was very approachable and listened to their views.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open;

- The registered manager promoted an ethos of honesty. This reflected the requirements of the duty of candour.
- The registered manager was aware of their responsibility to inform the CQC about notifiable incidents and circumstances in line with the Health and Social Care Act 2008.

Working in partnership

- The registered manager had established a good working relationship with the local GPs and district nurses. The service had received positive feedback from a district nurse on how they responded to a person's

change in need. Their comments included, "The carers [staff] have always been proficient and proactive in managing the client's needs, contacting the district nurse team in a timely manner."

- The registered manager had identified the personal assistants employed by the person using the service would benefit from receiving infection control training due to the Covid-19 pandemic. So, they contacted the local district nurses, who agreed to deliver training to the personal assistants. This helped keep the person, their personal assistants and the staff safe.