

## Mobile Care & Domestic Services Ltd

# Mobile Care

### Inspection report

Thorpe House  
25 King Street  
Hereford  
Herefordshire  
HR4 9BX

Tel: 01432268406

Date of inspection visit:  
06 February 2017

Date of publication:  
08 March 2017

### Ratings

Overall rating for this service	Good ●
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 16 March 2016. We found that improvements were required in how the service was managed. Specifically, in relation to submitting statutory notifications to the Care Quality Commission, and the effectiveness of the audits carried out to ensure that any issues were identified and acted upon.

We undertook this focused inspection to confirm that the provider had now addressed these concerns. This report only covers our findings in relation to that requirement.

Mobile Care is located in Hereford, Herefordshire. It is domiciliary care agency which provides support to people in their own homes. It supports people with physical disabilities, older people, people with mental health conditions and people who are living with dementia. On the day of our inspection, there were 34 people using the service.

There was a registered manager at this service, who was also the registered provider. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered providers and registered managers 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.

People's views were sought about the care they received, and these were acted upon. There were systems in place to routinely monitor the quality of care provided.

People were positive about the service they received and the way in which it was run.

The provider had notified the Care Quality Commission of safeguarding concerns or accidents and injuries sustained by people they support, as required.

Staff felt supported in their roles, but felt they would benefit from regular team meetings.

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

We always ask the following five questions of services.

### Is the service well-led?

Good ●

The service is well-led.

People's care and support was routinely monitored to ensure their needs were being met. People's views, comments and suggestions were captured and acted upon.

Staff were positive about the support they received, but felt that communication and travel timings could be improved.

# Mobile Care

## **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.

We undertook an announced focused inspection on 6 February 2017. This inspection was carried out because we had previously identified that improvements were required and we needed to be sure that this had been remedied by the provider. We inspected the service against one of the five questions we ask about services: is the service well-led?

The inspection team consisted of one Inspector. We gave the registered manager 48 hours' notice of our intention to undertake an inspection. This was because the organisation provides a domiciliary care service to people in their own homes and we needed to be sure that someone would be available in the office.

We looked at the information we held about the service and the provider. We asked the local authority if they had any information to share with us about the care provided by the service.

We spoke with four people who use the service, and two relatives. We spoke with the registered manager, the deputy manager, a care coordinator, two senior carers and three carers. We looked at statutory notifications the provider had submitted to the Care Quality Commission, the new audit system in place and feedback received as part of the provider's quality assurance measures.

# Is the service well-led?

## Our findings

At our previous inspection, we found the provider had not told the Care Quality Commission about safeguarding concerns or accidents and injuries sustained by people they support, as they were required to do. Statutory notifications ensure that the Care Quality Commission is aware of important events and play a key role in our ongoing monitoring of services.

We brought this to the provider's attention and they told us they would take the necessary action to ensure that statutory notifications were submitted, as required.

At this inspection, we found that statutory notifications had been submitted appropriately to the Care Quality Commission. The registered manager understood their regulatory requirements in this regard and when notifications should be submitted.

Also at our previous inspection, we found that whilst there were audits in place to monitor the quality of care provided, these had failed to pick up on issues identified during the course of our inspection, such as missing staff signatures on medication administration records. Since our last inspection, the provider had introduced a new auditing system. We spoke with one of the care coordinators who took a lead role in the audits. They told us that carers now brought their care notes to the office on a weekly basis, which were then reviewed and checked before being collated and filed under each month. We saw that the audits of the care notes were effective in identifying any gaps in records, as well as monitoring people's health and wellbeing. For example, the care coordinator had reviewed one person's notes and observed that there had been a decrease in their appetite. Consequently, food and fluid monitoring charts had been introduced and medical attention sought. The care coordinator told us, "We all know and follow the new system." A carer told us, "It's a great new system; it means we can keep an eye on things."

People and relatives we spoke with told us they were asked for their views and suggestions on the running of the service. One person told us, "[registered manager] comes out and asks me questions. They listen to what I have to say." Another person commented, "I have always found them only too eager to make changes for me." A relative we spoke with told us they had raised an issue with the registered manager a few months' ago, and immediate action had been taken.

Questionnaires had recently been sent out to people using the service, which looked at people's satisfaction about areas such as staff reliability and conduct, as well as asking people for suggestions to improve the service. One person had made the suggestion that when members of staff sent text messages to people using the service, such as to let them know they were running slightly late, it would be helpful if they put their name at the end of the message so people knew who had sent the message. This had subsequently been introduced by the registered manager. Where people had raised suggestions or made comments, follow-up action had been taken to discuss the matters with people and ensure they were resolved to their satisfaction. We saw that positive feedback had been received. One person had written, "Your interest in my wellbeing and care, and the trouble you go to get it right, leaves me in no doubt that I got very lucky when your company took on my care."

We spoke with carers and senior carers about the changes which had been made since the last inspection. Senior carers told us that monthly team meetings had been introduced for them, which they found beneficial. One senior carer told us the benefits of the meetings were sharing ideas, discussing any changes to people's needs and looking at any problems which had arisen. Whilst senior staff were positive about these meetings, care staff we spoke with felt that there should also be monthly meetings in place for them as well. One carer told us, "Seniors do not do as many calls as us. We need our own meeting to discuss things as some of us work a lot on our own." Another carer told us, "We need carers' meetings to improve communication. We could share our knowledge that way." This view was shared by all the carers we spoke with. We discussed this with the registered manager, who told us they would look into the possibility of monthly meetings for all care staff.

Staff told us they felt supported in their roles by the management team. One member of staff told us, "I used the on-call system late last night, they (registered manager and deputy manager) are always willing to help." However, staff expressed some concern over staffing levels at present, and the effect on their roles. One member of staff told us, "Not enough consideration is given to travel times and distances, we are under too much pressure to get to places which are unrealistic." Another member of staff told us, "We're short staffed. We all pick up extra shifts as we don't use agency staff." People we spoke with were aware there were current staff shortages, but told us this had not affected the care they received. We discussed the matter with the registered manager, who told us there was a forthcoming recruitment day which they had arranged in order to alleviate some of the pressures on the staff team.