

Holistic Care 4U Ltd

# Holistic Care 4U

## Inspection report

Edlington Lane  
Edlington  
Doncaster  
DN12 1AB

Tel: 01709206450

Website: [www.holisticcare4u.co.uk](http://www.holisticcare4u.co.uk)

Date of inspection visit:  
12 December 2019

Date of publication:  
16 January 2020

## 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

### About the service

Holistic Care 4U is a domiciliary care provider providing care to people living in their own homes, so they can live as independently as possible. At the time of our inspection seven people were using the service. Not everyone using Holistic Care 4U services receives a regulated activity; CQC only inspects the service being received by people provided with 'personal care'; 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

People were protected from abuse. Staff understood how to recognise and report any concerns they had about people's safety and well-being. The provider followed safe recruitment processes to ensure the right people were employed. Staff training included a thorough induction and ongoing training to ensure staff had the knowledge and skills they required to meet people's needs. There was enough staff to keep people safe. Risks to people's health and wellbeing were assessed and mitigated.

Where people received assistance to take medicines, records were kept so this was done safely. When people required assistance to eat or drink, the provider ensured this was planned to meet their preferences and their current assessed need. People had support, when required, to liaise with healthcare professionals to ensure they remained well.

People had developed caring relationships with the staff who supported them, and people told us they treated them with respect. People were appreciative and spoke fondly of staff. The provider had developed good working relationships with other health and social care professionals to support the needs of people using the service.

People were involved in their care and consulted when planning and agreeing their care and support needs. People and relatives felt confident any concerns they raised would be listened to and appropriate action taken. 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.

People, relatives and staff spoke positively about how the service was managed. There were systems in place to manage and monitor the quality of the service provided. The management team had regular contact with people using the service and staff. They welcomed suggestions on how they could develop the service and make improvements. The registered manager liaised with other health and social care professionals to ensure a high-quality service was being delivered.

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

This service was registered with us on 14/11/2018 and this is the first inspection.

#### Why we inspected

This was a planned full comprehensive inspection to ensure that the service was meeting the regulations of the Health and Social Care Act 2008 and CQC.

#### 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.

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

We always ask the following five questions of services.

### Is the service safe?

The service was safe.

Details are in our safe findings below.

Good ●

### Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

### Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

### Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

### Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

# Holistic Care 4U

## Detailed findings

### Background to this inspection

#### The 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 checked 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.

#### 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 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

#### What we did before the inspection

Before the inspection, we reviewed information we had received about the service, including notifications. Notifications are information about specific important events the service is legally required to send to us. We considered information the provider sent us in the Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service and one relative about their experience of the care

provided. We spoke with three members of staff including the registered manager, care manager and a care worker. We reviewed a range of records. This included four people's care records. We looked at a staff file in relation to recruitment 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.

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.

Systems and processes to safeguard people from the risk of abuse

- People and relatives said they felt safe with staff. One person said, "I'm very happy with everything." A relative told us, "A fantastic service and completely trustworthy."
- Staff had received safeguarding training and spoke knowledgeably on the different types of abuse. They were clear about their responsibilities for making people safe and reporting concerns.

Staffing and recruitment

- The registered manager had a system in place to monitor missed or late calls. People told us they were given notice if calls were late, but it did not happen often. People told us they knew which staff were going to be coming to their home in advance. One person said, "The staff or manager will let me know if they are delayed but it's very rare."
- Staff had been recruited safely. Pre-employment checks had been carried out to ensure staff were suitable for the role.

Assessing risk, safety monitoring and management

- Risks to people's safety had been assessed and recorded. One person told us, "I always feel safe when they support me, they know they're doing."
- Assessments included detailed information on actions to take during care provision to minimise any risk for people or staff. For example, risk assessments in relation to moving and handling included guidance, provided following an assessment by an occupational therapist.
- Environmental risk assessments were carried out to identify any potential hazards which may have posed a risk, this included the property and the task to be completed.
- Contingency plans were in place to ensure the service continued to run, for example, in adverse weather conditions.

Using medicines safely

- Most people were responsible for their own medicines. People received safe support with their medicines when this was included as part of their planned care. We saw risk assessments in place to support this practice.
- Staff had received medicines training and completed assessments for competency in administration, these were recorded to ensure staff fully understood their responsibilities.
- We saw when there were changes completed for people's medicine, the information was shared amongst staff and changes were immediately made to the care plan.
- Medicine administration records were completed by staff for each administration, these were audited by

the registered manager.

#### Preventing and controlling infection

- Staff spoke knowledgeably regarding infection control processes and understood how to protect people from the risk of infection.
- Staff had access to and wore personal protective equipment such as disposable gloves and aprons. They had received training in this area.

#### Learning lessons when things go wrong

- The provider had systems in place to ensure appropriate actions would be taken following any incidents. These would be investigated, and outcomes shared with all staff. We saw risk assessments were updated and changes made to care plans if required.
- Formal analysis of any themes and trends would be identified and considered by the service, in order to identify any patterns and to support greater oversight.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The service had an assessment process in place to identify people's needs before they started using the service.
- Assessments and care plans provided clear guidance for care staff to follow. They reflected people's individual care and support needs to ensure their care was delivered effectively.
- Care plans were regularly reviewed and updated with the person, their family and professionals when appropriate. This meant care staff had accurate, up to date information about each person they supported.

Staff support: induction, training, skills and experience

- People received care and support from a staff team who had the right knowledge, skills and support to carry out their roles effectively.
- Staff completed an induction when they commenced working at the service and then refresher training as required. Training dates were monitored to ensure staff completed training when necessary.
- Staff confirmed they received supervision and their practice was periodically observed to ensure any areas for improvement or good practice was identified.

Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to eat and drink or prepare meals if this was part of their agreed care.
- Care plans were clear about people's preferences and any dietary requirements. One person told us, "The staff are very good and prepare whatever I ask for. They always leave me with a drink close at hand."

Supporting people to live healthier lives, access healthcare services and support: Staff working with other agencies to provide consistent, effective, timely care

- People were encouraged to remain as healthy as possible. Staff were aware of the importance of involving healthcare professionals to ensure people's health and wellbeing was monitored and maintained.
- People's healthcare needs were documented in their care plan. Records confirmed people were supported to access a range of healthcare services. A healthcare professional told us they were satisfied with the support people received from Holistic Care 4 U.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as

possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Staff had received training in relation to the MCA. People's consent to their care was recorded clearly in their care records.
- Staff understood the principles of the MCA, how to implement this and ensured people had the right to make their own decisions about their care unless they lacked the mental capacity to do so.
- People told us staff supported them to make decisions for themselves and they were involved in their day to day care. One person said, "They [staff] always ask before doing anything, they never presume which is nice."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People told us they had a continuity of staff which helped them develop supportive and meaningful relationships.
- People and their relatives spoke positively about the kind and caring nature of the staff team. Comments included, "I cannot speak highly enough of them, completely trustworthy" and, "Very kind and lovely."
- Written feedback from a relative read; "My mother receives absolutely superb care from [staff]. They are kind, caring, considerate, friendly, trustworthy and professional. I wouldn't hesitate to recommend them."
- Records seen included information about people's preferences, including their preferred name and any important details. We saw policies in place promoting equality and diversity.

Supporting people to express their views and be involved in making decisions about their care

- People felt well supported, listened to and able to express their views. One person said, "I talk to the staff all the time and they only ever do as I wish."
- Staff had the time they needed to provide compassionate care and support. A relative said, "Staff never appear rushed, they take their time and always stay the full allocated time."
- Daily notes showed people were asked how they wanted their care and support to be provided. People consistently were given choices that were respected for the decisions they had made.

Respecting and promoting people's privacy, dignity and independence

- Staff understood the importance of respecting people's privacy and dignity in all their interactions. Staff told us they were respectful and attentive to people's wishes. People's comments confirmed this.
- One person told us, "They are always respectful, they always knock before coming in and are discreet and understanding with personal care."
- Care and support plans reflected people's preferences and choices and encouraged people's independence.
- People's personal information was kept secure. Staff understood the importance of maintaining secure documents and care records to ensure people's confidentiality was maintained.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Before people started to use the service, an assessment was carried out to ensure staff could provide them with the care and support they needed. This information was used to develop care plans with people.
- People told us the service was flexible regarding their individual needs and preferences when possible. One relative said the service had been good with any short notice changes, they said, "We have, on occasion, contacted the office to delay or change a planned call. The office has always been very flexible and understanding."
- Care plans were sufficiently detailed, giving members of staff relevant up to date information for the people that used the service. Information was reviewed and updated as people's needs changed.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The service was able to provide information to people about their care in an accessible format when required, for example, in large print, picture format and in different languages.
- Care plans had information about people's communication needs. For example, people with a hearing impairment.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were encouraged and, where required, supported to maintain contact with family and friends and links with the community.

Improving care quality in response to complaints or concerns

- The provider had a complaints policy and had received one complaint since beginning the service. This had been actioned as per the providers complaint process. People and relatives were confident that if they had any concerns or worries they would be listened to and action would be taken to rectify their concerns.
- One relative told us, "I have no concerns at all. If I did, I am fully confident the manager would act quickly."

End of life care and support

- During the inspection the service was not supporting anyone who was anticipated to be close to the end of their life.

- The registered manager told us staff had supported people when they had been at the end stages of their lives.
- A relative had recently provided written feedback which said, "Holistic Care 4U provided a wonderful experience of care for our dear mum in the last months of her life. They treated her with such gentleness, and respect. We could not have wished for better. The district nurses who visited daily often witnessed the care delivered by Holistic Care and fed back to us that they were one of the best care services they had seen. As a family we are so appreciative of their input to making mums last few months the best they could have been. We cannot speak highly enough of them."

## 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.

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

- Staff told us there was a positive culture in the service. A staff member said, "It's a really supportive place to work." They told us they were kept informed of any changes through regular updates.
- The registered manager took a very 'hands on' approach, had a clear presence in the service and led by example. Everyone we spoke with at Holistic care 4 U demonstrated a commitment to providing high-quality, person centred care.

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

- Although there had been no incidents where the registered manager had to follow the duty of candour procedures, they were aware of them and what their responsibilities were in sharing them with the appropriate local authority and/or CQC.

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

- People received reliable and well-planned care. There were clear lines of responsibility for key functions, such as rota planning, staff training, spot checks and quality monitoring.
- Both the registered manager and staff told us they communicated on a daily basis to plan for any challenges to the delivery of the service. During the inspection, we observed the care manager communicated regularly with people, families and staff to ensure the service was running smoothly and as planned.
- The registered manager understood their responsibilities as a registered person and the requirement to submit statutory notifications when required.

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

- Records confirmed the service sought the views of people and their relatives to assess and improve the running of the service. One relative confirmed, "We are regularly asked what we think of the service."

Working in partnership with others

- The registered manager had positive relationships with healthcare professionals who supported people using the service.

- Staff told us they work in partnership with the district nursing team for example, to ensure consistency of care for one person who was diabetic.
- A Social worker told us, "My experience of Holistic Care has been positive, communication was very good."