

Ultimate Care & Support Services Ltd

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Inspection report

17 Lowry Close
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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

About the service

Ultimate Care and Support Services Ltd is a supported living service providing personal care to people as part of the support they need to live in their own homes. The service supports younger adults and older people with a learning disability and autism.

Not everyone who uses 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 consider any wider social care provided. At this inspection 1 person was receiving personal care.

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

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support

People had a good quality of life and were fully supported to lead fulfilling lives. Personalised support plans gave information for staff to follow in keeping people safe, whilst enabling people to be as independent as possible

Effective systems were in place to manage known risks. People and their relatives were fully involved in managing personal risks and in taking decisions about how to keep safe.

Staff were trained in recognising signs when people experienced emotional distress and knew how to support people to reduce anxieties, to keep them safe.

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.

People were supported to understand their rights, and to maintain contact with people that mattered to them.

People and relatives knew how to raise concerns and were confident they would be dealt with properly.

Right Care

People had full access to specialist healthcare services. People were supported to follow their chosen hobbies and interests.

Right culture

People's needs, wishes and rights were at the heart of the service. The registered manager promoted a culture of inclusion, diversity, and equality.

People were supported to express their individuality. The staff team were caring and dedicated to the people they supported. They enabled people to pursue their chosen hobbies and interests and follow their cultural and religious beliefs.

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

This service was registered with us on 11 October 2022, and this is the first inspection.

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.

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 ●

Ultimate Care and Support Services Ltd

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.

Service and service type

This service provides care and support to people living in a supported living' setting so they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

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 our inspection there was a registered manager in post.

Notice of inspection

This inspection was announced. 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.

The inspection activity started on 17 July 2023 and ended on 02 August 2023. We visited the location's office on 01 August 2023.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager and received staff feedback via email from 7 support workers. We spoke with the relative of the person using the service, to seek feedback on their experiences of using the service, as at the time of inspection the person was unable to speak with us. We reviewed the person's support plans and associated care records. We reviewed 2 staff recruitment files and a variety of other records relating to the management of the service, including 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 of 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

- Safeguarding systems were in place to protect people from the risk of abuse. A relative said they trusted the manager and staff in ensuring their family member's safety was protected.
- Records showed staff received safeguarding training to ensure they knew how to recognise and report any concerns of abuse. Staff confirmed the contact numbers for the local safeguarding authority and CQC were made available to them if they needed to raise any concerns direct to the authorities.
- Staff helped people to understand safeguarding, to recognise signs of abuse and what to do if they or others were placed or at risk or experienced any form of abuse.

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

- Personal safety was assessed, to ensure people lived safely and free from unwarranted restrictions. Personalised risk assessments gave instructions for staff to follow to keep people safe, whilst enabling the person to be as independent as possible.
- Staff were trained in recognising signs when people experienced emotional distress and knew how to support people to keep them safe. When a person experienced episodes of emotional distress staff recorded what happened before the incident, the incident itself, as well as what happened after the incident. This enabled staff to reflect and learn from them and to mitigate the risk of any such repeat incidents.

Staffing and recruitment

- Records showed that all new staff had Disclosure and Barring Service (DBS) checks completed prior to taking up employment. The DBS provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- The service had enough staff available to support people to carry out their choice of day-to-day activities.

Using medicines safely

- People were supported by staff who had received training on the safe administration of medicines and followed the systems to administer, record and store medicines safely.
- People received support from staff to make decisions about medicines wherever possible.
- The medicines administration records were routinely audited to check staff followed the medicines policy and people received their medicines as prescribed.

Preventing and controlling infection

- People were protected from the risk of infection. Staff were trained in infection prevention and control and

had received additional training on preventing the spread of COVID-19. This included the correct procedure for putting on and removing personal protective equipment (PPE) and correct handwashing procedures.

- Staff said they were provided with ample supplies of PPE, such as disposable gloves, aprons, and face masks. One staff member said, "I always follow the washing hands procedure when supporting a person with their medication and food preparation etc, emptying kitchen bins and sanitising working surfaces, making sure bathrooms and toilets are cleaned daily and following the cleaning rota. I wear PPE when completing personal care tasks and dispose my gloves and aprons correctly."

- Records showed the provider's infection prevention and control policy was regularly reviewed and kept up to date.

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

- People's needs were assessed, and people and / or relatives were involved in care reviews. One relative said, "I am very involved in making decisions about [Person's] care, I have daily contact with the manager and staff they keep me fully informed of everything to do with [Person's] care."
- People's support plans had sufficient information for staff to follow in meeting their needs. We discussed with the registered manager how the support plans could be more personalised, to fully reflect how people were involved in planning their care.

Staff support: induction, training, skills, and experience

- People were supported by staff who received training appropriate to their roles and responsibilities. Records showed all staff had completed induction training and training specific to the needs of the people they supported.
- Staff confirmed when first starting with the service they worked 'shadow shifts' alongside experienced colleagues while they got to know the person they supported.
- Staff confirmed they received sufficient support from the registered manager. One staff member said, "The registered manager works with us on the floor and shows us how we can support differently. They keep us informed and at handovers the information is passed on until everyone is confident and knows what they are doing. I had a spot check that was to support me in doing my job well. The registered manager provides support whenever I need it and my colleagues work as a team, I feel supported by them too."

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

- Staff supported people to follow a varied healthy diet.
- Staff supported people where possible to do their own grocery shopping and prepare their own meals.

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

- People were supported to attend annual health checks and healthcare appointments.
- Staff worked with other services and professionals to support people to lead healthy lifestyles. One relative said, "[Person] is under a specialist who understands their condition. The staff support [Person] to attend their appointments and keep me informed on the outcome."

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 MCA 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.

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, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- We found the service was working within the principles of the MCA.

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

- The service promoted a culture of inclusion, diversity, and equality. Staff received training on equality and diversity that was embedded in supporting people's protected characteristics.
- A relative told us the staff cared for their family member with kindness and compassion.
- The support plans had communication profiles available that explained how the person communicated. This helped people with limited verbal communication to make themselves understood and make choices.

Respecting and promoting people's privacy, dignity, and independence

- A relative told us the staff were friendly and caring. They commented that when their family member first started receiving support from the service a staff member helped put their mind at rest by saying, "I will look after [Person] like I would my own [sibling]." The relative told us their family member required full support from the staff and that the staff provided this with kindness, compassion, and respect.
- Comments from staff members included, "I feel fortunate that I am working with Ultimate Care and Support Services, because I want to make a difference to someone else's life." Another commented, "I love working in an environment which is conducive and always being supported by my line manager. I love supporting people to gain their independence."
- Staff ensured people's right to privacy was respected and information was only shared with people's consent and with relevant agencies involved in people's care and support.
- People were supported to take positive risks if appropriate.

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

- People and / or relatives were involved in putting together personalised support plans. A relative told us the registered manager kept in daily contact with them, they said they felt fully informed and involved in their family members care and support.
- Records showed the support plans were reviewed regularly and updated as people's needs changed.

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 supported to spend time pursuing the leisure activities they wanted to, both inside their home and out and about. One relative said, "[Person] is very sociable and usually enjoys a variety of activities, but they are currently finding it difficult to go to places where there are lots of people. The staff are very good at supporting [Person] to visit quieter places such as the park. [Person] still attends the day centre which they enjoy."
- People were supported to maintain contact with people that mattered to them. A relative told us they had daily contact with their family member, and each Sunday they spend the day together.
- The provider had an end-of-life policy in place, which gave people and their relatives the opportunity to share their views as part of end-of-life care planning.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- People's communication needs were identified and described in individual communication support plans. For example, staff being aware of using short, precise, and direct sentences and to give people time to process the information and respond. People were also helped to make decisions and choices through using 'now and next' picture cards.
- Information was also available for people in easy read formats.

Improving care quality in response to complaints or concerns

- A complaints policy was available. One relative said, "I've never had to make a complaint, the registered manager keeps in daily contact with me, and is very open to discussion, they really listen."

End of life care and support

- At the time of the inspection, the service was not supporting anyone who required end of life care. We saw end of life support documentation was in place, which recognised the importance of respecting people's end of life wishes.

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

- The service was led by a registered manager and staff team that were committed to putting people at the heart of the service.
- People using the service and staff confirmed they had trust and confidence in the registered manager. A relative said, "[Registered manager] really listens and is very kind."
- Staff told us they felt supported in their roles and that the registered manager promoted a culture of valuing all people and staff. Comments from staff included, "[Registered manager] keeps us informed, at handovers the information is passed on until everyone is confident and knows what they are doing." and "[Registered manager] answers phone calls and provides support whenever I need it."

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

- The registered manager had the skills, knowledge, and experience to perform their role and had a clear understanding of people's needs.
- Systems and processes were in place to continually assess, monitor and drive improvement of the service. A range of scheduled quality audits took place to continually monitor all aspects of the service.
- Systems were in place to cascade and share information and to discuss and reflect on issues.
- The registered manager was aware of their role and responsibilities to meet the Care Quality Commission (CQC) registration requirements.

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 understood their duty of candour responsibility.
- Staff knew how to follow the safeguarding procedures, including how to whistle-blow should any concerns not be appropriately responded to by the registered manager.

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

- The registered manager kept in daily contact with relatives to keep them informed and to feedback on the quality of support provided by the service.

Continuous learning and improving care; Working in partnership with others

- The registered manager and the staff team were committed to continuous learning to achieve good outcomes for people using the service.
- The registered manager consulted timely, with health and social care professionals in response to people's changing needs.