

London Care Limited

Custom Care - Wolverhampton

Inspection report

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Website: www.customcare.co.uk

Date of inspection visit:
14 May 2021

Date of publication:
28 June 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Custom Care - Wolverhampton is a domiciliary care service providing personal care to older adults, younger disabled adults, and children who are living in their own homes. Not everyone who used 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 also consider any wider social care provided.

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

People were supported by care staff who were trained and understood how to reduce the risk of infection. People told us staff wore personal protective equipment (PPE) when entering people's homes and during personal care tasks. Staff understood their roles and responsibilities in relation to infection control and hygiene. People were provided with information and guidance around infection control, including managing risks associated with Covid-19. The service had infection control policies and procedures in place including current relevant national guidance. The service understood how to respond to infection risks and worked alongside external agencies and professionals in the management of these risks.

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

Rating at last inspection

The last rating for this service was Good (published 13 November 2018).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. We received information raising concerns about the care staff and service's infection control practices, including those associated with Covid-19. A decision was made for us to inspect and examine those risks. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at an increased risk of infection from these concerns.

Please see the safe section of this full report.

You can read the report from our last comprehensive inspection by selecting the all reports' link for Custom

Care – Wolverhampton on our website at www.cqc.org.uk

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?

Please see below for detailed findings.

Inspected but not rated

Custom Care - Wolverhampton

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about infection control practices.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

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 less than 24 hours' notice of the inspection. This was because we wanted to be sure the registered manager would be present at the service to speak with us.

Inspection activity started on 14 May 2021 and ended on 21 May 2021. We visited the office location on 14 May 2021.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do 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 four people who used the service and two relatives about their experience of the care provided. We spoke with nine members of staff including the registered manager, regional manager, field support coordinators and care workers. We reviewed a range of documentation. This included policies and procedures, risk assessments, staff training and supervision, and a variety of records relating to the management of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Custom Care – Wolverhampton. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- People and staff were protected from increased risks of infection. Staff received training in infection prevention and control and understood their roles and responsibilities in preventing and controlling infection.
- People told us staff wore Personal Protective Equipment (PPE) and disposed of this safely when visiting them at home. For example, one person told us care staff "Wash their hands before supporting me and put on gloves, masks and aprons; and take all their stuff when they leave." Staff we spoke with were able to explain the process of hand hygiene and the wearing and disposal of PPE.
- The provider had policies, procedures and guidance in place to reduce and manage the risk of infection. Staff were provided with stocks of PPE as needed and could access Covid-19 testing kits from the provider to support regular testing. Managers and field support supervisors were completing regular "spot checks" to ensure care staff were adopting safe infection control practices when supporting people. For example, one staff member told us "Our competency is assessed by spots checks and we have regular supervision and they reiterate everything to make sure we know what we are doing."
- The management team were completing Quality Assurance checks and were obtaining people's views about the care they received. For example, one person told us "They come out to the home about three times a year and in-between they give us regular phone calls. They told me to let them know about any problems and left their telephone numbers. I'd know who to call if I had any issues." Where issues were raised, we saw records documenting what action was taken to resolve these.
- The registered manager was working alongside external agencies to respond to and manage the risk of infection. The registered manager held regular meetings with the local authority to discuss infection, prevention and control management and contacted Public Health England (PHE) when needed.