

Hearts At Home HomeCare Limited

Hearts At Home HomeCare Limited

Inspection report

Initiative House Suite G2
Great Whyte, Ramsey
Huntingdon
PE26 1HG

Tel: 01733844096

Date of inspection visit:
02 December 2020

Date of publication:
05 January 2021

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

Hearts at Homecare Limited provides care and support to people in their own homes. At the time of the inspection there were nine people using the service.

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

The person that we spoke with made very favourable comments about the care and support they were receiving and how the service was managed. People told us that having care staff visit helped them to feel safe and secure. Risk assessments had been completed to help ensure that action was taken to keep people safe. Staff undertook people's care call visits on time, stayed the correct amount of time and asked if there was anything else they could do before leaving. People received their medication as prescribed. There were systems in place to record, monitor and learn from accidents and incidents.

Staff were aware of the extra precautions to take to reduce risks regarding the COVID-19 Pandemic.

People, relatives and staff told us the service had strong leadership and an open and supportive culture. The service identified areas for improvement so that people received a good service.

For more details, please see the full report for Hearts At Home HomeCare Limited which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 10 May 2019 and this is the first inspection. As we have only inspected two key questions this has not resulted in a rating.

Why we inspected

The inspection was prompted in part due to concerns received about staffing. As a result, we undertook a focused inspection to review the key questions of Safe and Well-led. We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well led sections of this full report.

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.

Hearts At Home HomeCare Limited

Detailed findings

Background to this inspection

The inspection

This was a focussed inspection to check whether staff were providing the care as planned.

Inspection team

The 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 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 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.

Inspection activity started on 02 December 2020 and ended on 09 December 2020. We visited the office location on 09 December 2020.

What we did before the inspection

We reviewed information we had received about the service since they were registered. 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 the inspection

We spoke with one person and three relatives of people who used the service, three members of staff including the registered manager. We also requested information from the registered manager.

We reviewed a range of records. This included risk assessments and medication records. 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

- Staff knew how to recognise abuse and reduce the risk of people suffering abuse. Staff had received training and had a good understanding of the providers safeguarding systems and procedures. They were confident the management team would address any concerns and make the required referrals to the local authority.
- The registered manager was aware of their responsibilities for reporting concerns to the local safeguarding team and CQC.
- People and their relatives told us that having the staff to support them helped them to feel safe. One relative told us, "Having the carers helps [family member] to feel safe and their state of mind has improved since they have started looking after them. – I think because they engage so well with [family member]."

Assessing risk, safety monitoring and management

- Processes were in place to protect people from avoidable harm. Risk assessments were completed to identify risks to people's health and safety such as their risk of falls. One person told us they were worried about falling and that staff being with them gave them the confidence to continue living at home.
- The registered manager had also contacted other health professionals so that they could assess people's safety and provide support and guidance when necessary.
- Staff confirmed that they checked that people were safe before leaving them including ensuring that they had a way to call for help and that their property was secure.

Staffing and recruitment

- There were enough staff with relevant skills and there was also capacity to cover unplanned staff absences.
- Staff were deployed to meet people's needs at a time people preferred. One person told us, "They [staff] always stay and do everything they need to, they always ask if anything else is needed before they go."
- Safe recruitment practices were being followed to ensure the right people were employed.

Using medicines safely

- There was a safe policy and procedure for the administration and recording of medicines being followed by staff to ensure that people received their medicines as prescribed.
- Staff had completed training in the administration of medicines and been assessed as competent before administering medicines on their own.

Preventing and controlling infection

- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was using PPE effectively and safely.

Learning lessons when things go wrong

- Although only minor incidents had occurred since the service had registered they had used these events to reflect on the service and make improvements if needed.
- Learning from events were shared with staff during supervisions and team meetings.

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 registered manager was very passionate about providing a service that met people's needs and allowed them to reach their full potential.
- An open culture was encouraged where staff could learn from mistakes and good practice was recognised. Staff told us they were encouraged to ask questions if they needed any guidance and always given the support they required. This meant that they provided the care and support in the way people wanted it.
- The management team also provided care so that they were aware of the day to day culture of the service.

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

- The registered manager was clear about their responsibilities for reporting to the CQC and the regulatory requirements. Risks were clearly identified and escalated where necessary.
- Staff were extremely positive about the skills and leadership of the registered manager. One member of staff told us, "I definitely feel supported, any issues or worried about anything quick call to the [registered] manager and they sort it out."
- The registered manager had clear aims and ambitions for the service and how they would achieve providing a service that met people's individual needs. One relative of a person who uses the service told us, "We feel very lucky to have found them [Hearts at Home Care Limited] they are extremely flexible."

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

- People and staff were encouraged to contribute their views on an ongoing basis informally and through surveys.
- One person told us, "They ask if I'm happy with everything It helps me to feel safe". Another relative told us, "There's nothing they [the carers] could improve – they are all very attentive and I feel that they have our best interest at heart and want to do the best for both us."

Continuous learning and improving care; Working in partnership with others

- The management team completed a full range of quality audits on a monthly basis and actions were identified and addressed to bring about improvements.

- Information from analysis of incidents and accidents, feedback from people and their relatives and health and social care professionals and complaints were used to continually improve the service being offered.
- The registered manager worked closely with other healthcare professionals to ensure that people received the support they required.