

Carers Direct Homecare Ltd

Carers Direct Homecare Ltd

Inspection report

50 Main Street
Evington
Leicester
LE5 6GB

Tel: 01162736066

Website: www.caresdirecthomecare.com

Date of inspection visit:
30 March 2021

Date of publication:
22 April 2021

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Carers Direct Homecare Limited is a domiciliary care service. The service provides care and support to people living in their own homes. At the time of the inspection there were 152 people using the service.

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 and their family members spoke highly of the service they received. They praised the management of the service and the effective communication, with both themselves and each other. They told us how they felt reassured and safe as staff followed government guidance on COVID-19. A family member told us, "I am confident that the company is well managed and efficient. They have handled COVID-19 and lockdown regulations really well. I would definitely recommend this service with confidence."

People told us the service was very reliable and that they were supported by a core group of staff who they had developed positive and supportive relationships with. People spoke of the kind and caring approach of staff, and that staff were able to converse with them in their first language of Punjabi, English and Gujarati. A family member told us, "The standard of care is always the same, they don't rush the care. I think the correct word is empathetic. They are proactive and they are consistent."

Staff were aware of their responsibilities in safeguarding people and knew how and who to raise concerns with. People were supported by a core group of staff who had undergone a robust recruitment process. Staff upon their appointment underwent a period of induction and a programme of training which was regularly updated.

People's safety was promoted by staff who followed guidance on how to reduce potential risk. People were supported with their medicine's safely by staff who had had their competency assessed. The registered manager and staff adhered to government guidance in relation to COVID-19 to promote the safety and wellbeing of people and themselves.

The management team were aware of their role and responsibilities in meeting their legal obligations. Systems to monitor the quality of the service were in place and were used to develop the service and drive improvement. People's views and that of their family members and staff were regularly sought.

Good communication between the registered manager, staff and external partner agencies enabled the service to support people well. The registered manager provided key information, such as surveys and information about COVID-19 in Asian languages.

The registered manager had worked with local Asian radio stations to share information both for the service, and the wider community.

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 9 March 2020)

Why we inspected

We received concerns in relation to inconsistent infection prevention measures being adopted by staff. As a result, we undertook a focused inspection to review the key questions of Safe and Well-led only.

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. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Carers Direct Homecare Ltd 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?

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.

Carers Direct Homecare 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 Care Act 2014.

Inspection team

The inspection was carried out by two inspectors and two Experts by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

The 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

This inspection was announced.

We gave the service notice of the inspection and provided an explanation as to the inspection process. We asked the provider to submit information to the CQC to minimise the time spent on site in response to the pandemic.

Inspection activity started on 23 March 2021 and ended on 31 March 2021. We visited the office location on 30 March 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 who commission the service for some people who use the service. We used all this information to plan our inspection.

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 two people who used the service and twelve family members about their experience of the care provided. We spoke with the registered manager, assistant manager, two senior care staff and seven care staff.

We reviewed a range of records. This included four people's care and medication records. We looked at two staff files in relation to recruitment. A variety of records relating to the management of the service, including quality monitoring, minutes of meetings, policies and procedures, and the training and supervision matrix.

After the inspection

We continued to seek clarification from the provider to validate evidence found by looking at quality audits carried out by the registered manager.

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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People's safety was monitored and promoted. Staff had been trained in safeguarding procedures and knew what action to take to protect people from harm and abuse.
- The registered manager worked consistently with local safeguarding protocols and the local authority to safeguard people and keep them safe.
- People, when they commenced using the service, were provided with a service user handbook, which included an explanation of safeguarding, and contact details should people have safeguarding concerns.

Assessing risk, safety monitoring and management

- The assessment and monitoring of risk promoted people's safety. Risks associated with people's care, support and their environment were assessed, and plans developed and adopted to reduce risk.
- Areas of risk were kept under review by staff who documented within people's daily notes their observations. For example, people who were at risk of developing pressure sores were monitored to ensure their skin remained intact. Any areas of concern were reported to the relevant health care professional.
- People's records were securely stored and accessible to those who provided their care and support. People or their representative upon commencement of the service were made aware of the circumstances in which personal information would be shared. For example, with health care professionals.
- Equipment was used to promote people's safety, which included the use of equipment to move and support people safely. A person told us, "They [staff] have to hoist me and I know I am safe, they make me feel safe every time."

Staffing and recruitment

- Robust staff recruitment practices and ongoing training supported people's safety. Potential staff were screened for their suitability to work with people, and the induction and training of staff undertaken meant they were aware of their role and responsibilities in promoting safety, health and well-being. A member of staff told us, "Training was very thorough and they [registered manager] made sure I understood what they were telling me."
- The assessment process ensured people's needs could be met prior to their package of care being accepted by the registered manager. This included ensuring staff could meet people's communication needs. A family member told us, "They [staff] speak Punjabi and communicate well. [Relative] struggled at first having someone come in, but they are really lovely people and my [relative] is happy with them."
- Staff rotas were planned to ensure staff had the appropriate skills, competencies and knowledge to meet people's needs. People told us they were supported by a core group of staff, who understood their needs, which contributed to their sense of feeling safe and confident. A person told us, "I am really very happy with

the carers. They are well trained and always on time."

Using medicines safely

- People were supported with their medicines in a safe and timely way. The level of support provided was dependent upon the person's individual need. A person told us, "I self-medicate but they [staff] always check to make sure I have taken them."
- The registered manager as part of their quality assurance system, arranged for spot checks to be carried out on staff. This included observing staff to ensure they followed the person's care plan when supporting them with their medicine, and the signing of the medication administration record.
- Staff spoke with confidence about their role of supporting people with their medication and referred to the training they had received.

Preventing and controlling infection

- People told us the registered manager had contacted them via letter at the beginning of the COVID-19 pandemic, and had provided information about the action they would be taking, which included the use of Personal Protective Equipment (PPE), including gloves, aprons and masks. A family member told us, "I received letters from the management team with guidelines and how the regulations would be carried out. All the staff are tested [for COVID] and always wear full PPE throughout the visit."
- Staff had received training about COVID-19 and infection prevention measures, which included the correct procedure for the putting on and taking off, of PPE. Staff provided a clear explanation as to how they adopted government guidance to promote people's and their own safety against the transmission of COVID-19.
- The registered manager had recruited someone to oversee all issues related to COVID-19. A designated area had been set up at the office, which enabled staff to attend for regular screening for COVID-19.

Learning lessons when things go wrong

- The provider's quality management system supported them to learn from events, including safety incidents and safeguarding concerns, in the event they should occur.
- The registered manager worked in partnership with agencies, for example Commissioners and the Local Authority to ensure any safety and safeguarding incidents were investigated and any recommendations adopted.
- Staff were knowledgeable as to what information of concern they should report and how to report it, which included accidents and incidents.

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.

At the last inspection this key question was rated as Good. At this inspection this key question has remained the same. 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

- People were at the centre of the service and received care that focused on their individual needs. People or their representative were fully involved in the initial assessment and ongoing review of their needs, and documents relating to their care were signed by them.
- The registered manager regularly met with all staff, and systems were in place to enable effective communication. This approach had a positive impact on people. A person told us, "The communication is so good between the staff and the manager it makes such a difference. The staff can get anything sorted and they do."
- Staff spoke positively of the support they received and how the management of the service had a positive impact on the culture of the service and the care people received. A member of staff told us, "I am very well supported by the manager. You can really get to know your clients [people using the service] as we don't get moved about all the time."
- Staff views were regularly sought, with staff having the opportunity to complete surveys. This enabled staff to comment on all aspects of the service, including management and training.

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 role and responsibilities, and a policy and procedure detailed how the provider would meet its obligations. No incidents had met the criteria under the duty of candour. The duty of candour requires providers to be open and honest with people when things go wrong with their care, giving people support, and providing truthful information and a written apology.

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

- The provider had a robust quality monitoring system, which involved a clearly defined managerial structure, with identified staff having responsibility for quality and monitoring. This was achieved through the completion of audits, the monitoring of the electronic recording system and a systematic programme of training.
- The registered manager understood their legal obligations. CQC had been informed about events they were required to by law, and we saw that the provider had displayed the last inspection rating on their website and within the service as required.
- The provider had a business continuity plan in place, which detailed how people's needs were to be met

in the event of an emergency. A COVID-19 contingency plan had been developed in response to the pandemic, which outlined the provider's actions to ensure essential care continued to be provided.

- Staff were aware of the Whistleblowing policy and procedure. The registered manager had adopted 'See Hear Speak Up', providing an independent whistleblowing service. The external service gives all employees the opportunity to report workplace wrongdoing confidentially.

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

- People's views were regularly sought about the quality of the service. An annual survey was sent to people seeking their views, surveys were available in English, Punjabi and Gujarati. The information gathered was collated and analysed. However, people were not provided with an outcome of the consultation. The registered manager said they would in future share a summary of their findings.

- People were aware of how to raise concerns and told us the registered manager was approachable, and easily contactable. A family member told us, "I have complete confidence in the management and have never needed to contact them as I have no issues or complaints."

- People's views were also sought regularly by telephone and was conducted in the person's preferred language. A family member told us, "Someone usually rings me about every 6 weeks to check that we are happy with the quality of care my [relative] is getting."

- An analysis of the most recent survey completed, along with thank you cards, and letters evidenced a high-level satisfaction with the management of the service and acknowledged and thanked staff in their commitment to provide good quality care and support. People told us they would recommend the service. A person told us, "I am pleased that Social Services recommended this company as they are very well managed, professional and efficient."

Continuous learning and improving care; Working in partnership with others

- The registered manager was committed to their personal development and that of staff to ensure good outcomes for people and the continuous improvement of the service.

- The registered manager kept themselves appraised of good practice guidance. They attended meetings and events with external providers, which included the local authority and provider forums.

- The provider worked with key stakeholders, which included the local authority, Age UK and Charity Link, in response to the pandemic. Information had been shared to promote people's health and welfare during the COVID pandemic.

- The registered manager is a member of the Registered Managers Network organised by Skills for Care, the registered manager told us this had been very helpful in improving services, by sharing best practice within the provider organisations

- The registered manager had been a guest speaker on local Punjabi radio stations to improve recruitment in health and social care, raise awareness around COVID, and help reduce the myths associated with the COVID vaccine amongst the Asian population.