

## C F Contact and Support Services Limited

# C F Contact and Support Services Limited

### Inspection report

Unit 11, Three Rivers Business Centre  
Felixstowe Road, Foxhall  
Ipswich  
Suffolk  
IP10 0BF

Date of inspection visit:  
19 September 2017

Date of publication:  
28 September 2017

Tel: 01473233994

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

### 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

C F Contact and Support Services Limited provides personal care and support to children and young people in the community and in their own homes. At the time of our comprehensive inspection of 19 September 2017 there were seven children and young people using the personal care service. The service was given notice of our inspection to ensure someone would be available. The service was registered in August 2015 and this was their first inspection.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons.' Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

There were systems in place designed to reduce the risks of children and young people being abused, such as providing support workers with training in safeguarding and guidance in the service's policies and procedures. Children and young people's care records provided guidance to support workers about how the risks in people's daily living were minimised.

There were enough support workers to meet the needs of the children and young people using the service. There were robust recruitment systems in place.

Where children and young people required assistance to take their medicines there were arrangements in place to provide this support safely.

Children and young people were cared for and supported by support workers who were trained and supported to meet their needs.

The service was working within the principles of the Mental Capacity Act 2005 which relates to people over 16 years of age. For children and young people under the age of 16 years appropriate consent was sought before care was provided.

Where required, children and young people were provided with the support they needed to meet their dietary needs. The service worked with other professionals involved in children and young people's care, including health professionals. This supported the good health of children and young people.

Children and young people and their families were treated with respect by their support workers and they shared positive relationships. Care records guided support workers in how children and young people's privacy, dignity and independence was promoted and respected.

Children and young people received care and support which was planned and delivered to meet their specific needs. Children and young people and their relatives were involved in making decisions about their

care and support.

There was a complaints procedure was in place.

There was an open and empowering culture in the service. Children and young people's representatives, including their families, were asked for their views of the service and these were valued and acted on. There was a quality assurance system in place, as a result the quality of the service continued to improve.

## 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.

There were systems in place to reduce the risks to children and young people and keep them safe from harm.

There were enough support workers to meet the needs of children and young people. Robust recruitment processes were in place.

Where children and young people needed support to take their medicines this was done safely.

### Is the service effective?

Good ●

The service was effective.

Children and young people were cared for by support workers who were trained and supported to meet their needs.

The service worked within the principles of the Mental Capacity Act 2015.

Where children and young people required support with their dietary needs, this was provided.

The service worked in partnership with others, including health professionals, involved in the care of children and young people.

### Is the service caring?

Good ●

The service was caring.

Children and young people were treated with respect and kindness.

Children and young people and their relatives were involved in making decisions about their care and these were respected.

### Is the service responsive?

Good ●

The service was responsive.

The care of children and young people was assessed, planned and delivered to meet their needs and preferences.

There was a complaints procedure in place.

### **Is the service well-led?**

The service was well-led.

The service provided an open culture. The representatives of children and young people were asked for their views about the service.

There was a quality assurance system in place. As a result the quality of the service continued to improve.

**Good** ●

# C F Contact and Support Services Limited

## **Detailed findings**

### **Background to this 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 was planned to check 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.

This announced inspection took place on 19 September 2017 and was undertaken by one inspector. The service was given notice of our inspection to ensure someone would be available.

We reviewed information we held about the service, such as notifications and information sent to us from other stakeholders for example the local authority and members of the public.

Prior to our inspection we sent out questionnaires to support workers and community professionals to gain their feedback about the service. We received five completed questionnaires from support workers and one from a community professional.

During our inspection we spoke with the service's director, the registered manager and the senior manager and head of safeguarding. We looked at records in relation to seven children and young people's care. We also looked at records relating to the management of the service, eight support worker's recruitment and training records, and the systems for monitoring the quality of the service.

Following our inspection we spoke with four parents and three support workers on the telephone.

# Is the service safe?

## Our findings

Parents spoken with told us that they felt that their children were safe using the service. One person's parent said that they and their child, "Trusted," their support worker, "I feel better knowing that I can trust them [support worker] and know [child] is safe, definitely."

All of the questionnaires received from support workers said that they knew what to do if they suspected that any of the children and young people they cared for was being abused or at risk of harm and that they felt that the children and young people using the service were safe from abuse and harm from the staff working for the service.

There were systems in place designed to minimise the risks to children and young people in relation to avoidable harm and abuse including detailed policies and procedures. Support workers were provided with training in safeguarding children and young people from abuse, including sexual exploitation. They understood their roles and responsibilities regarding safeguarding, including how to report concerns. Discussions with the management team identified a clear understanding of their roles and responsibilities in safeguarding and child protection. This included the different types of abuse that could occur, including grooming and radicalisation, and signs and indicators of these.

People's care records included information to guide support workers on how the risks in people's lives were assessed and minimised. These included risks associated with behaviours that may be challenging, accessing the community, and risks that may arise in people's own homes.

There were enough support workers to ensure that the planned care visits were completed. The registered manager told us that they did not take on any care packages if there were not enough support workers to staff them. One parent said that the support workers always arrived when they should, "They [support worker] is always on time." Support workers told us that they felt that there were enough to ensure all planned visits were completed. One said, "I think there are enough, I am never pushed into working, never felt any pressure." All of the questionnaires received from support workers said that their work and travel schedule meant that they were able to arrive on time and stay for the agreed length of time for their planned care visits and the time allowed for visit meant that they were able to complete all of the care and support required by the children and young people's care plan.

Records showed that the service's recruitment procedures were robust and systems were in place to check that staff were of good character and were suitable to care for the children and young people who used the service.

Only two children and young people were receiving support with medicines. The support workers who provided this support were provided with training and guidance in the children and young people's records. Medicines administration records (MAR) were appropriately completed which identified that children and young people were supported with their medicines as prescribed.

## Is the service effective?

### Our findings

All of the questionnaires received from support workers said that they were provided with the training that they needed to meet children and young people's needs and preferences. The questionnaire received from a community professional said that the support workers were competent to provide the care required by the children and young people they cared for.

There were systems in place to ensure that support workers were trained and supported to meet the needs of children and young people using the service. Training included supporting children and young people with behaviours that challenge, behaviour management strategies, paediatric first aid, missing from care, safeguarding and food hygiene. Where people had specific needs and conditions support workers were provided with training in these, such as epilepsy, moving and handling and the use of equipment children and young people use for eating.

The registered manager told us how they had plans to further improve the training provided to support workers. This included using their contacts in the care industry to attend training they provided.

Support workers completed the care certificate, this is an industry recognised set of induction standards that support workers should be working to. They shadowed more experienced colleagues before they worked alone. This enabled them to meet with the children and young people they were caring for and learn how their individual needs were met. These shadow shifts were assessed by their colleagues, which provided the opportunity to check if any training needs or support was required.

Support workers were supported in their role and were provided with one to one supervision and appraisal meetings. These meetings were provided support workers with the opportunity to discuss the way that they were working, receive feedback on their work practice and identify any training needs to improve their practice. One support worker told us that they felt, "100% supported, I get supervisions and if I need anything I can call the office."

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people, over 16 years, 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. For those under 16 years of age appropriate consent had been sought, for example from their parents. Care records showed that appropriate consent had been sought for the provision of care and treatment.

Where children and young people required assistance, they were supported with their dietary needs. For example, where children and young people needed support to use equipment to eat, support workers were trained to use this equipment. Care records showed that, where required, children and young people were supported to make healthy choices regarding their food to maintain good health. One parent told us, "They



[support workers] are very good when out with [child]. They will phone if there are any problems and to check what [child] likes [to eat]."

Children and young people's records identified the support that they required to maintain good health and the other professionals involved in their wellbeing. When treatment or feedback had been received this was reflected in the children and young people's care records to ensure that other professional's guidance and advice was followed to meet their needs in a consistent manner.

## Is the service caring?

### Our findings

Parents told us that children and young people had positive and caring relationships with the regular support workers who cared for and supported them. One parent said, "[Child] has a great bond with [support worker], soon as [child] saw [support worker] [child] ran up to them to give a big hug."

All of the questionnaires received from support workers and from a community professional said that children and young people who used the service were always treated with respect and dignity by support workers. All of the staff we spoke with talked about children and young people in a compassionate way. Discussions with the management team demonstrated a clear understanding of equality and diversity, including sexuality, gender and age.

People's care records included information for support workers throughout about how people's choices, privacy, dignity and independence should be promoted respected. All of the questionnaires received from support workers and a community professional said that children and young people were supported to be as independent as they could be.

Parents told us that they felt that their views and comments were listened to and acted on. Children and young people's care records identified their likes and dislikes and their parents requirements for their care and support plan. For example, a section in the care records completed by parents asked, "What do you want your child to achieve whilst receiving this support?" The care plans were completed to include this information, such as learning skills and independence. This told us that parents comments were listened to and respected.

## Is the service responsive?

### Our findings

Children and young people received personalised care which was responsive to their needs. One parent told us that their child's regular support worker, "Always turn up when they should and they are very flexible... They [support worker] does everything we want and how we want it done, we are happy."

All of the questionnaires received from support workers said that they were told about the needs and preferences of the children and young people they cared for. One support worker in their questionnaire stated, "Individualised care plans allow for the most suitable support and workers to be designated. A large team including varied professional roles and experience produces a strong service for our users." The questionnaire from a community professional said that the service acted on any instructions they gave and that the service cooperated with other services and shared relevant information when needed, for example when children and young people's needs changed.

Children and young people's care records were person centred and included care plans which provided support workers with guidance on their assessed needs and how these were met. This included the children and young people's diverse needs, such as how they communicated, their conditions and how they affected their daily living and the support that they required with behaviours that may be challenging to others. There were reports in place completed by support workers which identified the support children and young people had been provided with and their wellbeing, including their mood and health.

Care reviews were held which were attended by support workers and others involved in the children and young people's care. The review records demonstrated that the service worker with stakeholders to ensure that children and young people received consistent care. Records showed that the service maintained contact with support workers, parents and other professionals involved in their care to identify any issues or changes required.

Relatives knew how to make a complaint and felt that they were listened to. One person's relative told us how they had contacted the service's office with a concern relating to receiving communications from the service. They had received an apology and actions had been taken, which they were satisfied with. Another parent commented, "If any issues I call the office and they sort it out." The questionnaire from a community professional said that the service's management and staff were accessible, approachable and dealt with any concerns they had.

There was a complaints procedure in place which advised people about how their concerns and complaints would be addressed. Where concerns were received we saw records which showed that they were addressed. For example, a concern had been received by a person's local authority allocated worker, a support worker's personnel records included details of how this was investigated and addressed.

## Is the service well-led?

### Our findings

This service had been registered with the Care Quality Commission (CQC) under this provider in August 2015 and this was their first inspection.

The service provided an open and empowering culture. Children and young people's parents were asked for their views of the service. This included in monthly and quarterly feedback forms, which identified their satisfaction with the service and any concerns they had. For example, one person's relative had written, "The support workers are lovely. Our [children] have already built up a lovely rapport with them." The service listened to and valued people's comments and used them to improve the service. The registered manager told us how they were also looking at other ways to gain the views of children and young people and their parents. One parent told us, "They [office staff] call every now and again to check everything is going well."

Support workers told us that the service was well led. They were complimentary about the support they received, the service and the management team. One support worker told us, "They are a brilliant company to work for." Comments received by support workers in the questionnaires sent to us about the service included, "Brilliant company I have no concerns with them," "CFCSS [the service] are a cut above any other care agency that I have worked for or with, this is due to the dedication and genuine care provided by both the staff and management," and, "I have always been welcomed and would be happy to raise any concerns that I have." All of the questionnaires received from support workers said that they would feel confident about reporting concerns of poor practice to their managers, their managers ask what they thought about the service and their views were taken into account and that their managers were accessible and approachable and dealt with any concerns they had.

Records of compliments were in place and discussions with the registered manager told us that when a compliment had been received about a care worker they were sent a card thanking them for their work. This demonstrated that support workers were valued.

The management of the service worked to deliver good quality care to people. There were quality assurance systems in place which enabled the provider and management to identify and address shortfalls. These included checks and monitoring of staff training and supervision and care records. Support workers were observed by management in their usual work practice to check that they were working to the required standard and providing children and young people with a good quality service.

The senior manager and safeguarding lead told us how they kept up to date with any changes in the care industry and legislation to ensure that the service's policies and procedures were current. This included regular checks on the internet.