

Alcedo Orange Limited

Alcedo Care Blackpool

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats across the Fylde, Wyre and surrounding areas. At the time of the inspection the agency supported 86 people with personal care.

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 we spoke with were positive about Alcedo Care and the support provided. One person said, "Very good they have done all we ask and more." Staff were recruited safely and deployed in people's homes to meet their specific needs. Staff spoken with were provided with safeguarding training and aware of the processes to follow should they need to. Staff managed medicines in line with national guidelines in people's own homes. Support for people was planned to ensure the person's needs and wishes were considered. Risks were assessed both the environment and when out in the local community.

People received support with their healthcare and nutritional needs when assessed as needed. 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; the policies and systems in the service supported this practice. Staff received training and were regularly formally supervised. One staff member said, "Training opportunities are very good and one to one sessions with the management team occur on a regular basis."

The registered manager had auditing systems to maintain ongoing oversight and development of the service. Quality assurance processes ensured people were able to give their views of the agency. In addition, 'spot checks' were completed by senior staff to ensure Alcedo Care maintained a good service and any issues could be addressed.

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

Rating at last inspection

The rating at the last inspection for this service was good (Published on the 30 November 2018.)

Why we inspected

This inspection was prompted by a review of the information we held about this service.

We looked at infection prevention and control measures under the Safe key question. We look at this in all inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

Follow Up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme.

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 effective?

Good ●

The service was effective.

Details are in our effective findings below

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below

Alcedo Care Blackpool

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 1 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.

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

We gave the service 24 hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

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 commissioners who work with the service. We also looked at information we

had received and held on our system about the service, this included notifications sent to us by the provider and information passed to us by members of the public. The provider did complete the required Provider Information Return (PIR). This is information providers are required to send us annually with key information about the service, what it does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 10 people who used the service about their experience of the care provided. In addition, we spoke with 7 staff, the registered manager, deputy manager and operations manager. We looked at a range of records. This included two people's care records, two staff recruitment files, training records, medication records and audits of the service.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at their quality assurance systems and training records for staff.

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.

Staffing and recruitment

- Recruitment procedures were in place. Staff told us the recruitment process was informative and thorough. For example one staff member said, "Before starting I had a thorough induction and shadowing period and all my checks for recruitment were in place. It was very good."
- There were sufficient staff to support people in their own homes. One person said, "We are never short they come on time mostly, but we have good links with the management."

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and their human rights were respected and upheld. safeguarding systems were in place and staff spoken with had a good understanding of what to do to ensure people were safe in their own homes.
- People we spoke with had no concerns about their safety. For instance, people told us they received the same carers most of the time and that made them feel safe in their own home.

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

- The registered manager had identified and managed risks to people's safety. People's care records including risks linked to people's home environments and equipment were identified by the provider to keep people safe. Records confirmed these were reviewed when changes occurred.
- The registered manager had a system to review incidents to ensure risks were reassessed to prevent reoccurrence and learn lessons.

Using medicines safely

- People were supported to manage their medicines independently and to work towards this where possible. We spoke with people at home and they were confident in the competencies of carers who administered and prompted them with their medicines.
- Staff had received medicines training and had their competencies assessed, staff spoken with confirmed this. The management team checked medication administration was safe and acted on any discrepancies through their auditing systems they had in place.

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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 received support from a consistent team of staff. One person said, "We have carers because we need them, but they are usually the same and are very good." Comments from people confirmed they were involved in managing their care and had input to how that was delivered. A relative said, "We like that we arrange support to suit us, Alcedo are very adaptable."
- Information gathered during the assessment process helped to form a care plan with involvement from family, health and social care professionals to ensure an efficient service was delivered.
- The management team continued referencing current legislation, standards and evidence based on guidance to achieve effective outcomes. This supported staff to ensure people received effective and appropriate care which met their needs.
- People's rights were protected. Policies and the initial care assessment supported the principles of equality and diversity.

Staff support: induction, training, skills and experience

- Staff were trained and skilled to provide people's care. The office had a specific training area for courses provided by their 'in-house' training staff. A staff member said, "We have access to training and are always supported to attend from the management."
- Staff told us they completed a range of mandatory training that supported them to effectively carry out their role with confidence. Regular formal one to one supervision was carried out with senior personnel, so that staff could discuss their performance and training needs.

Supporting people to eat and drink enough to maintain a balanced diet; Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- Staff provided support people needed with preparing their meals and drinks. They gave people choices and respected the decisions they made.
- Care plans detailed where people may need support to monitor health needs and where they require support to attend any healthcare appointments and what risks they entailed.
- People's diverse needs were detailed in their assessment and support plans and met in practice. This included support required in relation to their culture, religion, lifestyle choices and diet preferences.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making decisions on behalf of people 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 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.

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 spoke to staff about their understanding of the MCA and were assured by their knowledge.

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

- There was a positive culture throughout the service which focused on providing people with high standards of support and care.
- Staff told us they felt supported and valued by the management team. Comments included, "We have a good management structure who are very supportive."
- The registered manager had the skills and knowledge to lead the service effectively.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 management team had auditing systems to maintain ongoing oversight and continued development of Alcedo Care. The management team had responsibility for areas of quality assurance. For example people told us the agency did, spot checks. One person said, "Yes the management do call 'on spec' to see if things are good." This helped to ensure the quality of care remained consistent, in addition see if people were happy with the service and make improvements where needed.
- The registered manager understood their responsibilities to keep CQC informed of events which may affect people and the care delivery. They were open and honest about what achievements had been accomplished. In addition, what had not worked so well and where improvements might be required.
- Duty of candour was understood, and it was clear in the way if any complaints were made, they would be listened to and their concerns and worries would be investigated.

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

- Systems and processes were developed to ensure people and relatives were fully engaged. For instance, a system of surveys sent to people and their relatives were completed. Also a newsletter was produced on a regular basis and opinions and views were shared with people and their relatives. Results of surveys would be looked at and action taken and improvements made if required.
- The registered manager was available at any time. This was confirmed by staff and people we spoke with. A staff member said, "[Registered manager] is always around if we have a problem."

Working in partnership with others

- Alcedo Care worked in partnership with a variety of health and social care professionals to ensure people received the support they needed. These included social workers, GP's and community nurses. A staff member said, "It is important to maintain links with other services to ensure people get the best support they require."