

Galax Care Ltd

Galax Care

Inspection report

Nexus Business Centre
6 Darby Close
Swindon
Wiltshire
SN2 2PN

Date of inspection visit:
12 April 2017

Date of publication:
09 May 2017

Ratings

Overall rating for this service

Good ●

Is the service responsive?

Good ●

Summary of findings

Overall summary

Galax Care is registered to provide personal care to people living in their own home. The services provided included support with personal care such as assistance with bathing and dressing. It also included support with eating and drinking and administering medicines. They also provided a supported living service assisting people with a learning disability to live their lives as independently as possible. Support offered varied from supporting people with meal preparation, shopping, attending activities and managing finances. The provider explained that support hours provided varied depending on the person's needs. At the time of our inspection 14 people were using the service.

We previously carried out an announced comprehensive inspection of this service on 10 February 2016. A breach of legal requirements was found. The service was rated Good overall and Requires Improvement in the 'Responsive' domain. After the comprehensive inspection, the provider wrote to us to say what actions they would take to meet legal requirements in relation to the breach of Regulation 17 of the Health and Social Care Act Regulated Activities Regulations 2014, Good Governance.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Galax Care on our website at www.cqc.org.uk. We found on this inspection the provider had taken all the steps to make the necessary improvements.

There was a registered manager in post who was present during our inspection. A registered manager is a person who has registered with the Care Quality Commission 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.

The provider had implemented an electronic care planning system since our last inspection. This gave staff access to electronic information they needed to meet people's needs, including receiving regular up to date information. Care plans were personalised and detailed daily routines specific to each person. Care plans contained information about the person's preferences, likes, dislikes and what was important to them.

People were involved in planning their care and support. People met with the care coordinator prior to their care package commencing with the agency. At this meeting people had the opportunity to discuss what care and support they wished to receive and how they wished to receive it.

Where required people were supported to maintain their independence and community involvement. This included supporting people to follow their interests and take part in social activities.

The service had a complaints procedure in place setting out how complaints could be made and how they

would be handled. The registered manager investigated complaints and concerns in a timely manner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

Good ●

The service was responsive.

We found that action had been taken to improve the responsiveness of the service.

Care plans were personalised and detailed daily routines specific to each person. People were involved in developing their care and support plans.

People were supported to follow their interests and take part in social activities.

Procedures were in place for the registered manager to monitor, investigate and respond to complaints in an effective way. □

Galax Care

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 checked 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.

We undertook an announced focused inspection at Galax Care on 12 April 2017. The provider was given short notice because the location provides domiciliary care services. We wanted to make sure the registered manager would be available to support our inspection, or someone who could act on their behalf. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our 10 February 2016 inspection had been made. We inspected the service against one of the five questions we ask about services: Is the service Responsive? This is because the service was previously not meeting some legal requirements. This inspection was carried out by one inspector.

Before the inspection we reviewed all the information we held about the service, we looked at previous inspection reports and any notifications received by the Care Quality Commission. A notification is information about important events, which the provider is required to tell us about by law. We reviewed the provider's action plan, which set out the action they would take to meet legal requirements.

We spoke with the registered manager and care co-ordinator. We reviewed a range of records which included four people's care plans and the associated risk assessments and guidance. We viewed plans to ensure people had access to a range of activities. We looked at information about how complaints could be raised.

Is the service responsive?

Our findings

At the last inspection we found that care plans did not always contain the detail required for staff to be able to care for people consistently. Assessments had been undertaken to identify risks to people who used the service. However, where risks had been identified, not all care plans contained guidance on actions required to minimise these risks and support the person.

At this inspection we found that action had been taken to improve the responsiveness of the service. Care plans were up to date and contained detailed information on how people wished to receive their care and support. Assessments had been undertaken to identify and manage risks and were regularly reviewed.

The provider had implemented an electronic care planning system since our last inspection. Care plans were held electronically so that they remained 'live' and accessible to staff at all times. As people's care needs changed these could be updated into the system immediately which meant staff had access to current information on what care and support people wished to receive.

Staff had individual log-ins and password to the system which could not be accessed by people outside of the organisation. This ensured personal information was not shared inappropriately and remained confidential.

The system contained all the care records for each person using the service. Care plans were personalised and included details of people's daily routines, preferences, likes and dislikes. For example, one person's care plan detailed how they liked to have a choice of cereal for breakfast and toast with jam. Other information included people's preferred way of taking their medicines and how they wished to be supported with their personal care. This meant staff were able to support people in the way they wanted or needed to be supported to maintain their health and well-being

The records were available to each staff member who supported the person. Once care had been provided staff signed electronically via their phone to say what care had taken place. They also recorded when care had not taken place. Where care had not taken place an alert was sent to the registered manager to inform them of this. They told us this allowed them to review the situation and take any immediate actions as required.

Risk assessments set out the support required by the person and if equipment was required to support staff to keep them safe. For example, where people required assistance to transfer on to their bed care plans contained guidance for staff on how to support this safely. Risks had been identified for areas such as moving and handling, personal care and the persons living environment. Guidance was in people's care records on the actions required to keep both the person and the staff member safe.

Where required people were supported to maintain their independence and community involvement. This included supporting people to follow their interests and take part in social activities. People attended a variety of activities within the local community which included cycling, bowling, golf and music sessions.

We looked at the arrangements in place to manage complaints and concerns that were brought to the registered manager's attention. The service had a complaints procedure in place setting out how to make a complaint and how they would be handled. Where concerns had been raised these were dealt with in a timely manner by the registered manager.