

Nobilis Care North Limited

Nobilis Care IOW Ltd

Inspection report

College House
College Close
Sandown
Isle Of Wight
PO36 8EB

Tel: 01983401865
Website: www.nobilis.co.uk

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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

Nobilis Care IOW Ltd is a domiciliary care agency. The service provides support and personal care to people who live with dementia, older people, people with mental health needs and younger adults in their own homes. 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. At the time of our inspection 139 people were receiving a regulated activity from the service.

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

People told us they received safe care. People were supported by staff in a safe way and risks were assessed, managed and monitored. People received their medicines as prescribed and infection control risks were managed effectively. There were sufficient numbers of consistent staff available to meet people's needs. People and relatives spoken with were confident in the staff's abilities and thought they had the right skills to look after them. People described staff as kind, caring and respectful.

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.

There was a person-centred culture within the service and people were placed at the centre of their care.

The management team were open and transparent and understood their regulatory responsibilities. There were systems and processes in place for assessing, monitoring and improving the quality of the care provided by the service.

The management team kept in regular contact with people, checking if they were happy with the service they received and if any changes were needed. The service worked well with other partners, organisations and commissioners.

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 requires improvement (published 2 September 2022).

Why we inspected

This inspection was prompted by the previous rating of the service. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the

overall rating. The overall rating for the service has changed from requires improvement to good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Nobilis Care IOW Ltd on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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.

Nobilis Care IOW 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 Health and Social Care Act 2008.

Inspection team

This inspection was conducted by one inspector and one Expert 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

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 36 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.

Inspection activity started on 22 February 2023 and ended on 28 February 2023. We visited the office location on 22 February 2023.

What we did before the inspection

We reviewed the information we had received about the service, including the previous inspection reports and notifications. Notifications are information about specific important events the service is legally required to send to us.

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager for Nobilis Care (IOW) Ltd, the quality assurance manager and five staff members employed by the provider. We also spoke with 7 people who use the service and 3 relatives. We received feedback from 7 health and social care professionals. We reviewed a range of records, including 4 people's care records and a range of risk assessments. Two staff files were reviewed in relation to recruitment. A variety of records relating to the management of the service, including audits, policies and procedures were also reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question Requires Improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- People had detailed care plans and risk assessments in place. Specific risk assessments provided guidance to staff on how to monitor people's health conditions, how to mitigate risks associated to these conditions and actions to take if concerns were noted.
- People were supported by a stable and well-trained staff team who understood their needs well. This helped to ensure risks to people and changes in their health and wellbeing could be identified in a timely way and action could be taken to mitigate risks.
- Risk assessments had been completed of people's homes and living environment to promote the safety of both people and staff.
- There were lone working arrangements in place to promote staff safety.

Using medicines safely

- Most people we spoke with managed their medicines independently. Those people who were supported were happy with the way this was done. A person told us, "The medication side of things are all fine. They [staff] come out in the morning to help me."
- Information regarding the support people needed with their medicines was recorded within their care plans and was accessible to staff.
- There were robust systems in place to ensure people received their medicines as prescribed. Regular audits were completed of medicine management systems, which helped to identify medicine administration concerns and allowed timely action to be taken.
- Staff had received training in medicines management and had their competency regularly assessed.

Staffing and recruitment

- Processes were in place and followed by the management team which allowed staffing levels to be continually reviewed. This helped to ensure there were sufficient levels of staff to meet people's needs.
- People and relatives were positive about staff and the timings of their care calls. People's comments included, "I think that they [staff] try as best as they can, sometimes they can get delayed", "They [staff] always arrive on time", "They [staff] usually come on time. Not really late. But I don't think they have enough time to get from one place to another" and "Their [staff] timekeeping is ok, and they always manage to get everything done."
- Safe and effective recruitment practices were followed. We checked the recruitment records of three staff and found the required pre-employment checks had been completed prior to staff commencing their employment. This included disclosure and barring service (DBS) checks, obtaining up to date references and investigating of any gaps in employment. The DBS helps employers make safer recruitment decisions and

prevent unsuitable people from working with vulnerable people. This helped to ensure only suitable staff were employed.

Systems and processes to safeguard people from the risk of abuse

- People and their relatives said they felt safe with the staff and the care received. A person said, "I have always felt very safe with them [staff] since day one. Very safe indeed." A relative said, " My mum is very safe, the one's [staff] she's got will bend over backwards for her."
- There continued to be robust processes in place to protect people from the risk of abuse. Any concerns identified or suspected were fully investigated and effective action was taken where required.
- Staff had received training in safeguarding adults and children. Staff knew how to recognise and respond to potential signs of abuse and were aware of local safeguarding procedures.
- Staff were confident that action would be taken by the management team if any concerns were raised relating to potential abuse.

Learning lessons when things go wrong

- There continued to be effective and robust systems in place to assess and analyse accidents and incidents. This system allowed themes and trends to be identified and acted on to prevent and mitigate reoccurring risks.
- People and staff told us the management team responded quickly to make changes and deal with any emerging issues or problems.
- Lessons learned were shared between all services run by the provider. This helped to ensure actions would be taken to improve the service and reduced the risk of similar incidents occurring to other people.

Preventing and controlling infection

- There were systems and policies in place for the control and prevention of COVID-19 and other infections.
- Staff had received appropriate training in infection prevention and control, and this was refreshed and updated regularly.
- Staff had access to personal protective equipment (PPE), such as aprons, masks and gloves to help reduce infection risks. These were worn in line with the latest government guidance and if requested by people using the service.

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 our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- There was a clear and robust management structure in place, which consisted of the provider, registered manager, quality assurance manager and team leaders. Staff understood their role in achieving personalised, effective and safe support for people.
- There were systems and processes in place for assessing, monitoring and improving the quality of the care provided by the service. These systems were robust and effective in identifying areas of good practice, implementing improvement and ensuring continual monitoring of all aspects of the service.
- Policies and procedures were in place to aid the smooth running of the service. For example, there were policies on safeguarding, whistleblowing, complaints and infection control. Policies and procedures were updated as required.
- The provider is required to notify CQC of all significant events. This helps us fulfil our monitoring and regulatory responsibilities. The registered manager understood their responsibilities and had notified CQC about all incidents, safeguarding concerns and events as required.
- The registered manager was aware of their responsibilities under the duty of candour, which is a requirement of providers to be open and transparent if things go wrong with people's care and treatment.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- There continued to be a person-centred culture within the service where people were placed at the centre of their care. People told us, "I find them [staff] all to be quite excellent", "I'm very satisfied" and "They [staff] know exactly what I like." A social care professional said, "The management are very caring with a huge background within the care industry. They have shown this thorough their support and desire to support clients and to ensure they receive the service they deserve."
- The management team led by example and had worked hard to embed a positive culture in which people felt valued and their individual contributions recognised.
- The provider had clear vision, values and objectives for the service. These included; providing a high standard of care to all; ensuring people were treated with dignity and privacy; encouraging and enabling people to be independent and encouraging each person to establish their own individuality and preferences in all aspects of their life. All staff worked in line with these visions, values and objectives.
- Staff demonstrated a desire to provide people with person-centred, effective care. A staff member said, "I

love it [working for Nobilis], I really enjoy getting out in the community helping people and putting a smile on people's faces."

- Staff spoke positively about leadership and management. A staff member told us, "I think I'm supported well by the management team and they would 100% take action to address any issues. I had a bit of an issue this morning and it was immediately addressed." Another staff member said, "I feel well supported by the management team, they are very responsive and always available."
- Feedback was gathered from people using the service and their relatives in a range of ways; these included quality assurance surveys, one-to-one discussions with people and their relatives, and emails and telephone contact.
- People felt confident to contact the registered manager or the service office and speak to them about their care.

Working in partnership with others

- The service worked in partnership with key organisations, including the local authority and other health and social care professionals. This helped to provide joined-up care.
- All the feedback received from professionals demonstrated trusting and positive relationships had been built. A social care professional told us, "It's a pleasure to work with Nobilis. I do believe that they have a passion to deliver a high-quality service and deliver care in a timely manner, to ensure their clients have a good experience with a friendly and approachable team." A second social care professional said, "They are all very supportive and brilliant to work with, there is a really good working relationship at present. We all understand each other's positions, needs and wants and this has come from them being open and honest, not placing blame and all of us wanting to work together for the benefit of the people we serve." A healthcare professional told us, "I have always found Nobilis to be one of the better and more responsive care agencies on the Island. Their referrals to us are invariably valid and timely."

Continuous learning and improving care

- Although no complaints had been received since the last inspection, there continued to be robust systems in place in relation to the monitoring of complaints, accidents, incidents and near misses.
- Throughout the inspection the management team demonstrated a proactive approach to making improvements that would have a positive impact on the lives of the people they supported. They were able to demonstrate how improvements had been made since the last inspection.
- All learning continued to be shared with other services also owned by the provider, to help ensure widespread improvement.
- Staff performance was closely monitored through regular one to one supervision and spot and competency checks by the registered manager and senior staff. Outcomes of these were recorded and shared with staff.