

KC Care & Social Activities Limited

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Inspection report

Unit 14
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Rotherham
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Tel: 07593769795

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03 September 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service:

KC is a domiciliary care agency providing care and support to people in their own homes in the community. At the time of our inspection eight people received 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, eating and medication. Where they do we also consider any wider social care provided.

People's experience of using this service:

People and relatives we spoke with told us staff were excellent and made them feel safe. Staff understood safeguarding and whistleblowing procedures. We found adequate staff were employed to meet people's needs. The recruitment process was robust to ensure only staff suitable to work with vulnerable adults were employed. The registered manager promoted a focus on openness and transparency. This ensured staff learned when things went wrong. Accidents and incidents were monitored to enable positive risk taking. People were protected by the prevention and control of infection. Medication systems were in place and followed by staff to ensure people received their medicines as prescribed. Documentation to improve systems was being implemented at the time of our inspection.

People told us they were supported by the same group of staff, which ensured consistency. People told us staff were flexible and their care was consistently delivered to meet their needs and choices.

The registered manager monitored the quality of the service to make sure they delivered a high standard of care. People and family members spoke positively about the quality of the service. Staff said they were comfortable raising any concerns and the management team were approachable. People and their relatives were able to feedback on the quality of the service.

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

Rating at last inspection:

This service was registered with us in May 2019 and this is the first inspection.

Why we inspected:

This was a planned inspection in line with our covid 19 pandemic methodology. The service had been registered for over a year with the CQC and had not been inspected, therefore we carried out a focused inspection looking at safe and well to ensure people using the service were safe.

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.

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Detailed findings

Background to this inspection

The 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.

Inspection team

The inspection was carried out by one inspector.

Service and service type

The service provides care and support to people living in their own homes so they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises; this inspection looked at people's personal care and support.

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

We gave 48 hours' notice of the inspection. Due to the COVID-19 pandemic we wanted to review documentation remotely and make arrangements to speak with people and staff. This helped minimise the time we spent in face to face contact with the management team.

What we did before the inspection

Prior to the inspection visit we reviewed information we had received about the service since they registered. We sought feedback from professionals who work with the service.

During the inspection

During the inspection, we visited the office location on 1 September 2020 to see the registered manager and to review medication records and care records. We reviewed three people's care records and two staff files around staff recruitment. Records relating to the management of the service and a variety of policies and procedures developed and implemented by the provider were also reviewed. We contacted people and staff by telephone on the 2 and 3 September 2020. We spoke with five staff members, two people who used the service and five people's relatives.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at quality assurance records.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated Good.

Systems and processes to safeguard people from the risk of abuse

- People were safe. One person said, "The staff are fantastic, I always feel safe." A relative said, "The manager came to our house when [relative] came out of hospital to ensure everything was in place for their safety, they are extremely good, I can't fault them."
- The provider had a safeguarding policy in place. The registered manager and staff knew the process to follow to report any concerns. Safeguarding concerns raised had been reported appropriately and followed procedures to safeguard people.
- Staff we spoke with understood the importance of the safeguarding adult's procedure. Staff knew how to recognise and report abuse.
- The provider promoted openness and transparency. Staff we spoke with told us they would not hesitate to report any issues. They were confident they would be listened to and any concerns acted on immediately.

Assessing risk, safety monitoring and management

- People were able to take managed risks as part of an independent lifestyle. Care plans contained detailed risk assessments including environmental risks, which were managed to ensure safety.
- People we spoke with told us they were involved in their care planning and understood risks needed to be identified and managed. Relatives we spoke with were very confident risks were managed. One relative said, "Staff manage [relative] very well, I can relax and know they are in safe hands."
- People we spoke with said staff were very good, supported them appropriately, took their time and respected their decisions.

Using medicines safely

- Medicines were managed safely. We looked at medicine management for one person and found the systems being implemented by the provider were robust and followed guidelines.
- Staff received training in medicines management and were competency assessed to ensure safe administration of medicines. Staff we spoke with confirmed this.
- Audits of medicines were carried out. These were robust and any improvements required were addressed.

Staffing and recruitment

- Appropriate recruitment checks were conducted prior to staff starting work, to ensure they were suitable to work with vulnerable people. Records we looked at confirmed this. Staff we spoke with also confirmed correct procedures had been followed. However, we found some discrepancies in one staff file, the registered manager addressed this immediately.
- There were enough staff employed to meet people's needs. Staff we spoke with told us they supported the same group of people and were given adequate time between calls for travel. This ensured they were able to meet people's needs. People told us staff turned up on time and one said, "They always ask if there is

anything else, they can do before they leave. They are very professional."

Preventing and controlling infection

- The service had systems in place to manage the control and prevention of infection.
- People we spoke with confirmed staff wore aprons, masks and gloves when delivering personal care, washed their hands and followed infection, prevention and control practices.
- Personal protective equipment was provided. Staff we spoke with told us they always had a good supply of personal protective equipment, including, gloves, masks and plastic aprons.

Learning lessons when things go wrong

- The registered manager had a system in place to monitor incidents and understood how to use them as learning opportunities to prevent future occurrences.
- The provider ensured there was an open culture in which staff were empowered to raise concerns as they were valued as integral to driving improvements.

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

This is the first inspection for this newly registered service. This key question has been rated Good.

Planning and promoting person-centred, open, inclusive and empowering, which achieves good outcomes for people and how the provider understands and acts on duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong.

- The registered manager told us the ethos of the service was to ensure people received high quality care delivered by the same small group of staff. From speaking with people and their relatives it was clear people were supported by the same group of staff and had formed meaningful and healthy relationships. One person said, "I know my staff, they are lovely, I couldn't manage without them."
- The registered manager complied with their duty of candour responsibilities. Relatives we spoke with told us staff and management kept them informed of any issues and concerns and were open and honest. The provider maintained regular communication by telephone and visits to keep them informed and up to date.

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

- There was a registered manager who was also the provider they were supported by a team of staff.
- The quality assurance systems which were in place to monitor the service were effective. Where issues were identified, action plans were in place and followed to ensure continuous improvements. The audits were being reviewed at the time of our inspection to ensure they were more robust to further improve systems. For example, the recruitment audit had not identified some issues, therefore this was reviewed to ensure future audits addressed this.
- The service was well run. There was a management team in place who were committed to providing high quality, person-centred care.
- Staff were extremely happy in their role and felt supported. All the staff we spoke with were passionate about providing high quality care, there was a consistent approach to ensure all staff were supported and well led. All the staff we spoke with said, "I love my job." And "The manager is very approachable and listens."

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

- People who used the service were involved in day to day decision about their support. One person told us, "The staff listen and respect my decisions."
- The provider sought feedback from people who used the service. People and their relatives told us they had regular contact with the provider, they were approachable and listened. One person said, "I raised a minor issue and it was addressed immediately, can't ask for anything more." This ensured people's views were sought and acted on.
- Staff meetings were held to get their views and to share information. Some staff told us meetings had

changed during the covid-19 pandemic, but the provider had still ensured staff had a voice and were listened to.

Continuous learning and improving care

- The registered manager understood their legal requirements.
- The registered manager and management team demonstrated an open and positive approach to learning and development. They were committed to driving improvements to ensure positive outcomes for people they supported and staff.
- Information from the quality assurance systems were used to inform changes and improvements to the quality of care people received.

Working in partnership with others

- The registered manager had developed links with others to work in partnership to improve the service. This included commissioners, health care professionals and relatives.