

Hayleys Homecare Ltd

Silloth Cumbria

Inspection report

4 Criffel Street
Silloth
Wigton
CA7 4AB

Tel: 07591254620

Date of inspection visit:

17 May 2021

19 May 2021

20 May 2021

26 May 2021

Date of publication:

01 July 2021

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

About the service

Silloth Cumbria (also known as Hayley's Homecare) is a domiciliary care service which provides personal care to people who live in their own homes. At the time of this inspection, 17 people were using the service.

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 were very complimentary about the service they received and highly praised the management and staff. They said staff were "caring, kind, lovely and respectful". People, a relative and a care professional said the service went "above and beyond" what was expected of them.

People said they felt safe and confident with the service. They said they were well-supported during the COVID-19 pandemic and described how staff always wore the correct PPE.

Staff made sure people were treated with dignity and respect. People were fully involved in the arrangements about their care service and their decisions were respected. Staff had a very good working relationship with other care agencies for the benefit of the people who used the service.

The service was safe. Staff understood how to report any concerns and said these were listened to. Risks to people's health and safety were managed without compromising their independence. Medicines were managed in a safe way.

There were enough staff to make sure people received care and support when they needed it. At the time of the inspection, there were some gaps to recruitment records. We have made a recommendation about this.

People were supported to have maximum choice and control of their lives and staff assisted them in the least restrictive way possible and in their best interests; the policies and systems in the service upheld this practice.

People said staff were competent and professional. Staff said they were well-supported by the provider/registered manager and were encouraged to progress with training and qualifications.

The service aimed to provide person-centred, compassionate care for people. People and staff said the provider/registered manager was "very helpful" and "very approachable" and always willing to help.

The provider/registered manager was committed to continuous improvement 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 on 29 October 2019 and this is the first inspection.

Why we inspected

This was a planned inspection of a new service.

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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Silloth Cumbria

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 one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

The service had a manager registered with the Care Quality Commission. They were also the provider and were legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was announced.

Inspection activity started on 17 May 2021 and ended on 26 May 2021. We visited the office location on 20 May 2021.

What we did before the inspection

We reviewed information we had received about the service since it was registered. We sought feedback from the local authority and care professionals who work with the service. The provider completed a provider information return during this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with four people who used the service and a relative about their experience of the care provided.

We contacted nine members of staff and spoke with the provider/registered manager and two office staff.

We reviewed a range of records. This included two people's care records and multiple medication records. We looked at three staff files in relation to recruitment and training records. A variety of records relating to the management of the service, including policies and procedures, were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- The provider/registered manager made sure there were enough staff with the right skills to support people. People told us, "[Provider] must be a very good judge of character as she has chosen excellent staff with the right attitude and skills."
- People said staff arrived and stayed the correct times. A health care professional commented, "The time staff spend [with my patients] does not feel rushed and is never 'cut short'."
- At the time of this inspection, there were some gaps in recruitment records. This was because the staff members were well known to the provider. However, this was contrary to the service's own safe recruitment protocols. The provider/registered manager took immediate action to address this.

We recommend the provider ensures that essential recruitment checks are recorded, in line with its own safe recruitment procedures.

Systems and processes to safeguard people from the risk of abuse

- The provider/registered manager had systems in place to report and manage safeguarding issues. People told us, "I feel very safe with them" and "My [relative] is familiar with them and trusts them."
- A care professional told us, "Silloth Cumbria always provides a safe service and I have never had any concerns."
- Staff had training and guidance about safeguarding adults. They understood their responsibility to report concerns and had taken action to protect people.

Assessing risk, safety monitoring and management

- The provider had a system to assess risks to the safety of people and their environment before undertaking their care.
- Risk assessments and care records were available to staff on an electronic record system, so they had constant access to it.

Using medicines safely

- Medicines were managed safely and only supported where assessed as necessary and with the agreement of people. A person who received support with medicines said, "They always see to my medicines in the right way."
- The service used an electronic recording system to record the times and doses of medicines. Staff had access to the record on their phones. The system immediately alerted office staff if medicines had not been recorded as administered.

- Staff had training in medicine management and regular competency checks.

Preventing and controlling infection

- The provider/registered manager had systems to prevent staff and people from catching and spreading infections. The service's infection prevention and control policy was up to date.
- People told us staff always wore PPE and followed hygienic practices. Their comments included, "They always wear the right PPE. They've been very careful and safe during the pandemic" and "They're very clean and clean things down when they're done."
- The provider/registered manager accessed testing for staff. Staff said the provider/registered manager had made sure they always had equipment and guidance throughout the COVID-19 pandemic.

Learning lessons when things go wrong

- The service had a system for recording and dealing with incidents or accidents and ensuring these were risk managed.
- The provider/registered manager said the organisation had learnt lessons from its initial registration and during the pandemic and these were used to strengthen the service.

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.

This is the first inspection for this newly registered service. This key question has been rated good. 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's needs were assessed before they started to use the service. The assessment decided whether their care could be met.
- People said they were fully involved in discussions about their care package and agreements about how their care was provided.
- Care was delivered in line with current standards and best practice guidance.

Staff support: induction, training, skills and experience

- The provider used a range of training agencies to make sure staff had the right skills to meet people's needs. People told us, "It's a true vocation for them, not just a job" and "They know what to do – and they do it."
- Staff told us they received relevant training. They told us they felt encouraged and supported by the provider/registered manager to progress onto advanced care qualifications.

Supporting people to eat and drink enough to maintain a balanced diet

- People's nutritional needs were met where this formed part of their individual care package. Staff very knowledgeable about the very specific dietary likes and needs of each person they support with meals.
- Where necessary, staff discreetly monitored people's nutritional well-being to make sure they had enough to eat and drink.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The service supported people to access health services, when necessary.
- The provider/registered manager had good relationships with health care professionals and liaised closely with them about people's health needs. A health professional told us, "They are always willing to support the nursing team when we need it. They work pro-actively and request support/advice in a timely manner before patient deteriorates so we can provide appropriate equipment."

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

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular 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 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. 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 checked whether the service was working within the principles of the MCA.

- Staff respected people's rights to make their own decisions. People said staff always asked permission before carrying out any care.
- Staff followed the principles of MCA. People were not unnecessarily restricted, and their rights were not compromised. Records about people's capacity to consent included whether the person had a legal power of attorney to support them with decisions about their care.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were unanimous in their praise of the caring, compassionate staff. They told us, "They are very, very caring", "They are so nice and do anything for me" and "They are such a lovely bunch of people."
- People and relatives commented that staff "go the extra mile". One person described how a care staff had offered to clean her curtains and then washed them on her day off. Some people described how staff offered to get their shopping when they were doing their own, even if this was not part of their care package.
- A relative commented, "They help to wash and dress [my parent] but they do it in a pampering way not a task. They absolutely pamper her!"
- A health care professional told us, "I have always felt they go above and beyond. The level of care given is outstanding. They all have such a great rapport with each person and their families due to their effortless ability to genuinely care for each person."

Supporting people to express their views and be involved in making decisions about their care

- People told us they were fully involved in decisions about their own care package and felt in control. One person described how they chose to employ a mix of private carers and Silloth Cumbria service and said they worked very well together.
- People knew each of the staff members and were always introduced to any new staff. People said they had control over which staff they wanted to support them.
- People described a positive impact on their well-being from choosing this care service above others they had tried. One person commented, "I can honestly say my physical and mental health is so much better because of them." A relative said, "She had another service before, they were like strangers. I'm so glad we chose this service and have no regrets – they've got it just right."

and promoting people's privacy, dignity and independence

- People were treated with dignity. A relative commented, "They treat her with absolute dignity and respect but always keep it light and friendly, so it doesn't seem like a task."
- People said staff treated them with respect. One person commented, "It was very hard for me to accept that I needed help – but they have shown me such respect and kindness and I know realise I couldn't manage without them."
- Staff enabled people to maintain as much independence as possible. One person described how they wanted to manage their own medicines, so staff bought them a compartment box to use. The person told us, "They do things for me that I need, but don't take things away from me. They've truly helped me keep my independence."

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People said they were fully involved in planning their own care packages. A relative commented that staff share a common cultural background which was important to the people they supported. They said, "They're local and have a shared knowledge of the local area, so their chats with my mum are really meaningful and she understands them."
- A health care professional said the staff were very familiar with each person's well-being and responded quickly to any changes. They told us, "They are aware of people's needs and if any concerns arise they act accordingly."
- The provider/registered manager had recently introduced an electronic care planning system to record the individual needs of people and how staff should support them. These were being reviewed to make sure they were sufficiently detailed.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The provider/registered manager gave people written information about all aspects of its service in a service user guide. The guide could made available in different formats to support people with diverse communication or sensory needs.
- The provider/registered manager described how staff supported people with memory loss using communication boards, signs and picture cards. The staff had designed a memory bag for one person with tactile games, communication cards and fiddle objects.

Improving care quality in response to complaints or concerns

- People had information about how to make a complaint and said they would be able to do so. They spoke with the provider/registered manager frequently and she actively encouraged them to be candid in their views.
- A relative commented, "I would have no hesitation in raising any comments with [provider/registered manager]. She would receive any issues well, because she really believes in the customer always being right."
- There had been no complaints raised about this service.

End of life care and support

- Staff provided compassionate care to people who were at the end stages of their life. The service worked closely with local community nursing services to make sure people and their relatives were provided with sensitive support at that time.
- A health professional described how responsive the service was for people at the end stages of life. They told us, "While caring for palliative patients who have fast deterioration, the service has managed to provide care packages at the last minute to support the patient and families."

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. 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

- The service had a positive culture which focused on people receiving very personalised, tailored care.
- People and staff said the service was well run and the provider/registered manager was open and approachable.
- The provider/registered manager actively promoted caring, compassionate practices amongst the staff team. Staff fully respected people's individuality and the importance of their human rights, equality and diversity.

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; Continuous learning and improving care

- The provider/registered manager was committed to continuously improving the service. Since registration they had introduced a number of electronic management tools to support the operation of the service. These gave staff immediate access to care records and guidance in order to provide consistent support to people.
- The provider/registered manager shared any lesson learnt with staff so the service could learn, adapt and improve their practice.

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

- The provider/registered manager had systems of audits to monitor the quality and safety of service. These were being continuously improved and developed, so that actions could be identified and acted upon.
- The provider/registered manager understood their responsibilities to be open and transparent if anything went wrong.
- Staff described how they had excellent communication with the provider/registered manager and other office staff. They said they had regular staff meetings to discuss the expectations of their role. Spot checks were carried out of each staff member to make sure they continued to meet good standards of care practice.

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

- The provider/registered manager sought the views of people who used the service. This included regular surveys and discussions between people and the provider/registered manager.
- All the staff we contacted said they felt "very supported" by the registered manager. They said, "I feel

valued and listened too - it's a great feeling to look forward to going to work and "I have never felt more part of a team."

Working in partnership with others

- The provider/registered manager had fostered excellent relationships with other social and health care services for the benefit of the people who used it.
- The service proactively networked with local care homes, as well as national care organisations, to share best practice and guidance.