

Butterflies Care & Support Ltd

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Inspection report

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

About the service

Butterflies Care and Support Ltd is a care agency. The service supports people receiving personal care in their own home. At the time of the inspection, three people were receiving support 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

There had been improvements to the quality monitoring processes at the service since our last inspection. However, these processes needed time to be embedded at the service to ensure the improvements could be sustained

People felt safe receiving care from the staff at Butterflies. Staff received up to date and appropriate training for their roles and there were enough staff to provide care in a timely and person-centred way. People's medicines were managed safely, and staff supported people following the government guidelines in relation to reducing the spread of infection.

People were involved with their care, received care in a person centred way, and felt able to approach the management team with any concerns they had.

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

Rating at last inspection and update

The rating at the last inspection conducted on the 25 November 2019 was Requires improvement (report published 16 March 2020) there were multiple breaches of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an announced comprehensive inspection of this service on 25 November 2019. Breaches of legal requirements were found around safe care and treatment, staffing and governance. The provider was issued with a warning notice. The provider completed an action plan after the last inspection to show what they would do and by when to improve.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-

Led which contain those requirements.

The ratings from the previous comprehensive inspection undertaken in November 2019 for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has remained Requires Improvement. This is based on the findings at this inspection.

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

Follow up

We will continue to monitor information we receive about the service

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?

Requires Improvement ●

The service was not always 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 (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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes.

Inspection team

The inspection was carried out by one inspector and an assistant inspector.

Service and service type

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

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 the provider 48 hours' notice of the inspection. This was due to the COVID-19 pandemic to ensure we had prior information to promote safety.

What we did before the inspection

Prior to our visit we requested and reviewed information from the service. We also reviewed information we had received about the service since the last inspection. The provider had completed a provider information return prior to 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 the relatives of three people who used the service about their experience of the care provided. We spoke with five members of staff including the nominated individual, the registered manager and care workers. We reviewed a range of records. This included three people's care records and multiple medication records. We looked at three staff files in relation to recruitment and staff supervision. 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. We looked at training data and 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.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to Good. This meant people were safe and protected from avoidable harm.

When we last visited the service the provider was in breach of Regulation 12 and Regulation 18 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. People's medicines were not safely managed, and care plans did not contain enough information for staff to provide appropriate support for the people they cared for. Staff had not received up to date or appropriate training for their roles. At this inspection we found improvements had been made and the provider was no longer in breach of these regulations.

Assessing risk, safety monitoring and management

- The risks to people's safety were well managed. People had individualised risk assessments and care plans that gave staff the guidance they needed to safely support people. These records highlighted the aids people needed to support their mobility. The staff we spoke with told us they had time to read the care plans and risk assessments. They said any changes to people's care was communicated to them promptly.
- One relative told us staff had worked consistently with their family member to improve their fluid intake. They always made hot drinks for the person on their calls and left them with a jug of juice and glass by their side.

Using medicines safely

- People who required support with administration or prompting of their medicines received this support from staff who had been trained in the safe handling of medicines. Some people's families supported people with ordering and collecting medicines and told us staff worked with them, so people always had an adequate supply of their medicines.

Staffing and recruitment

- People were supported by a small and consistent group of staff.
- Relatives told us the staff knew their family member's needs well, relationships had built up between people and the staff group were positive and supportive. One relative told us their family member looked forward to the staff calls. They said, "They get on with the girls (staff). There are only a few regular staff which makes it better for [Name]."
- Staff had received appropriate and up to date training for their roles. They discussed the different training modules they had undertaken and how the training had been supported with knowledge checks. For example, one member of staff told us the registered managers had a group discussion about administration of medicines with a question and answer session which staff found useful.

- Staff recruitment was undertaken safely, before staff were employed, criminal records checks were undertaken through the Disclosure and Barring Service. These checks are used to assist employers to make safer recruitment decisions. All the staff we spoke with told us new members of staff were supported with a robust induction process.

Preventing and controlling infection

- The staff at the service showed good knowledge of how to reduce the spread of infection to protect people in their care. They showed an understanding of the government guidelines on how to support people during the Covid 19 pandemic. The registered manager had also worked with people their relatives and staff to put in clear processes that kept people safe during this time.

Systems and processes to safeguard people from the risk of abuse

- Relatives told us they were confident their family members supported safely by the staff who went into their homes. One relative said, "[Name] feels very safe, (with staff)."
- Staff were aware of their responsibilities in relation to protecting people they cared for and they had received up to date safeguarding training for their roles. There had been no safeguarding issues at the service.

Learning lessons when things go wrong

- The registered manager worked with staff to ensure learning from events. The registered manager told us they had not had any significant concerns raised. They used an online secure private messaging group to keep staff up to date with any changes in people's care, as well as supervisions and handovers.

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 inadequate. At this inspection this key question has now improved to requires improvement. Further time was needed to embed the improvements made since the last inspection to ensure they continue to be sustained.

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

- When we last visited the service the provider was in continued breach of Regulation 17 of the Health and social Care Act 2008 (Regulated Activities) Regulations 2014. There was a lack of oversight of the service, this had led to poor quality monitoring processes of aspects of people's care. This included the lack of up to date training for staff, a lack of information to provide guidance for staff on people's care in their care plans, lack of some medicines records, and some policies at the service had not been reviewed and up dated.
- At this inspection there had been improvements in the oversight and quality monitoring at the service and the provider was no longer in breach of regulations. However, the processes in place required embedding to ensure improvements are sustained.
- The records and policies we viewed had been maintained and contained up to date information to support staff provide effective care. The registered manager had produced a spreadsheet which showed when and what documentation had been reviewed and if action was needed how this would be addressed.

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; 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; Working in partnership with others

- Relatives spoke very positively about the standard of personalised care people received. They told us the management team were open, honest and approachable. They felt the communication between them, their relation and staff was good.
- The information in people's care plans focused on supporting people's independence, giving staff the information they required to provide the care in the way people wanted. One relative said, "They (staff) listen to [Name], I feel they are very efficient."
- Another relative told us the staff supported their family member who had some short-term memory problems, the staff wrote information down on a white board for the person. For example, what the date was, who would be coming to support them and reminding them about drinking. The relatives felt this had been very effective.
- During the Covid 19 pandemic some people receiving care needed to isolate and the care staff were often the only people they saw on a daily basis. Relatives told us the staff went the, "Extra mile" for people. One

person had struggled to get a blood test at their local GP practice, so they didn't need to travel to the hospital during the pandemic. The registered manager worked on their behalf to resolve this issue with a positive outcome for the person.

- The registered manager told us they had undertaken a questionnaire during the previous year to gain people's views on their care. They told us the results had been positive. This was supported by the feedback we received from relatives. One relative told us the management team always listened to suggestions they had made, and another relative said they wouldn't change anything about the service.

- Staff told us they felt very supported by the management team. During the Covid 19 pandemic they had not been able to have full team meetings. The registered managers used their on line secure private messaging system to keep staff updated on any changes in government guidance. They also used this to offer support and supervision for staff. One member of staff said, "They are always at the end of a phone." All the staff we spoke with enjoyed working at Butterflies Care and Support Ltd. Another member of staff said the morale at the service was, "Really good, we are a team."