

New Dawn Recruitment Agency Limited

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Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

About the service

New Dawn Recruitment Agency is a domiciliary care agency providing personal care support to people in their own homes. At the time of our inspection 3 people were receiving support. 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

At the time of the inspection, the location did not care or support for anyone with a learning disability or an autistic person. However, we assessed the care provision under Right Support, Right Care, Right Culture, as it is registered as a specialist service for this population group.

Right Support:

Staff supported people with their medicines in a way that promoted their independence and achieved the best possible health outcome. Staff supported people to play an active role in maintaining their own health and wellbeing. 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.

Right Care:

People received kind and compassionate care. Staff understood and responded to people's individual needs. Staff understood how to protect people from poor care and abuse. The service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it. The service had enough appropriately skilled staff to meet people's needs and keep them safe.

Right Culture:

Staff knew and understood people well and supported them to live a quality life of their choosing. Staff placed people's wishes, needs and rights at the heart of everything they did. People and those important to them were involved in their care. Staff valued and acted upon people's views. Staff evaluated the quality of support provided to people, involving the person, their families and other professionals as appropriate. However, we saw that some of the provider's policies did not contain sufficient detail. We recommend the provider reviews their policies to ensure they reflect best practice and are reflective of the service provided by New Dawn Recruitment Agency. The provider confirmed they would do this.

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 good (published 3 November 2018).

Why we inspected

This inspection was prompted by a review of the information we held about this 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 remains good based on the findings of this inspection.

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?

Requires Improvement ●

The service was not always well-led.

Details are in our well-led findings below.

New Dawn Recruitment Agency

Detailed findings

Background to this inspection

The inspection

We carried out this performance review and assessment under Section 46 of the Health and Social Care Act 2008 (the Act). We checked whether the provider was meeting the legal requirements of the regulations associated with the Act and looked at the quality of the service to provide a rating.

Unlike our standard approach to assessing performance, we did not physically visit the office of the location. This is a new approach we have introduced to reviewing and assessing performance of some care at home providers. Instead of visiting the office location we use technology such as electronic file sharing and video or phone calls to engage with people using the service and staff.

Inspection team

This inspection was undertaken 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.

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. Unfortunately, the registered manager was unavailable during the inspection.

Notice of inspection

We gave a short period notice of the inspection in line with our new methodology.

Inspection activity started on 11 May 2023 and ended on 12 May 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We also reviewed information collected through our direct monitoring approach (DMA) with the provider. We used all this information to plan our inspection.

During the inspection

We spoke with 1 person, 1 relative and 3 staff including the home care manager and 2 care workers. We reviewed records relating to the care provided to people, staff and the management of the service.

This performance review and assessment was carried out without a visit to the location's office. We used technology such as video calls to enable us to engage with people using the service and staff, and electronic file sharing to enable us to review documentation.

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 good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were kept safe from avoidable harm because staff knew them well and understood how to protect them from abuse. The service worked well with other agencies to do so.
- Staff had training on how to recognise and report abuse and they knew how to apply it.
- Staff had developed caring relationships with people. People felt comfortable and safe with the staff supporting them. One person said, "The [care worker] I have is lovely, they are fantastic. They are really kind. They're very good."
- Staff were respectful of people's protected characteristics and people received support free from discrimination.

Assessing risk, safety monitoring and management

- People received safe care and treatment. A person told us, "Oh yes, I feel very safe with them."
- Staff had assessed risks to people's safety and welfare and knew how to support people to remain safe. This included in relation to their mobility, epilepsy care and diabetes care.
- When staff identified changes in people's needs they liaised with the management team and the person's social worker to arrange for their care needs to be reassessed. This ensured the person received appropriate care and support in line with their current needs and as their needs changed.

Staffing and recruitment

- Safe recruitment practices were in place to ensure suitable staff were employed. This included obtaining references, checking people's identity and eligibility to work in the UK and undertaking criminal record checks.
- There were sufficient numbers of staff to meet people's needs. People received support from the same care workers to enable consistency of care. This also enabled staff to get to know the person they were supporting and their preferences as to how support was provided.
- People told us their care workers arrived on time and stayed the required length of time to meet their needs. One person felt they needed additional time at particular calls due to an additional care need. The home care manager told us they were aware and had asked the person's funding authority to come and reassess the person's needs.
- There were additional staff recruited should the provider take on additional care packages.

Using medicines safely

- Not everyone using the service required support with their medicines. For those that did, they received their medicines as prescribed.

- Staff were knowledgeable about what medicines people required to take and how these were to be administered.
- The management team checked on medicines management during their spot checks to ensure this was safe and that accurate records were maintained relating to medicines administration.

Preventing and controlling infection

- We were assured the provider was supporting people to minimise the spread of infection. One person told us, "She's always washing her hands. She's very good."
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was responding effectively to risks and signs of infection.

Learning lessons when things go wrong

- There were systems and processes in place to report, record and investigate any incidents so they could be learned from.
- Whilst there had not been any incidents or accidents in the 12 months preceding our inspection, staff were aware of how to support people in the event of an incident or if they had concerns about a person's health, safety or welfare. A staff member told us, "If [the person is] not feeling well I call the GP." Staff also said they would report any concerns to the management team.

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 good. At this inspection the rating has changed to requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

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

- Many of the policies we reviewed, including those relating to medicines management, infection control and covid-19 virus were not up to date, detailed or tailored to the type of service provided by New Dawn Recruitment Agency.

We recommend the provider reviews their policies to ensure they reflect best practice and are reflective of the service provided by New Dawn Recruitment Agency. The provider confirmed they would do this.

- There were systems in place to check on the quality of support provided to people. A staff member told us, "[The manager] comes and checks on us." A person said, "[The manager] will come and check that everything's ok. They do check, which is what should be done."
- There were regular spot checks and telephone calls to check that both people and staff were happy with the service and to identify if any changes or additional support was required.
- The management team were aware of their CQC registration responsibilities and what required notifying to the CQC.

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

- Staff put people at the heart of the service, and their approach to service delivery reflected this. A person told us, "I know I'm cared about as a person." Staff were aware of people's individual needs and respected their protected characteristics in line with the Equality Act 2010.
- People, relatives and staff were encouraged to feed back their views and opinions. They told us the management team were available and accessible. On occasion people had fed back that they wanted a change in their care worker. The reason for this was explored and when required, a change was made to ensure people were able to build mutually respectful relationships with their care worker.
- Staff felt well supported by their manager. A staff member said, "I contact [the management team] any time there is an issue or if I'm not really sure of anything." Staff also received regular supervision which gave them opportunities to discuss their role and identify any additional support they required.

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

- The service apologised to people, and those important to them, when things went wrong
- Staff gave honest information, suitable support and applied duty of candour where appropriate.

Working in partnership with others

- Staff worked with other health and social care professionals to meet people's needs.
- They had developed working relationships with a number of London local authorities and engaged in provider forums to share best practice.