

Ace Care 4 U Limited

Ace Care 4 U Limited

Inspection report

Unit 19
Palm Street Business Centre, 6 Palm Street, New Basford
Nottingham
Nottinghamshire
NG7 7HS

Date of inspection visit:
13 July 2017

Date of publication:
10 August 2017

Tel: 01159705832

Website: www.acecare4u.co.uk

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

This unannounced inspection was carried out on 13 July 2017. Ace Care 4 U Limited provides personal care to people living in their own homes in Nottingham city and Nottinghamshire. On the day of our inspection visit there were approximately 120 people who were using the service.

The service had two registered managers in place at the time of our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People continued to receive safe care. Staff had received appropriate adult safeguarding training and were aware of their role and responsibilities to protect people from avoidable harm. Risks associated with people's individual needs had been assessed and plans were in place to mitigate any risks.

Staff underwent appropriate recruitment checks before they commenced their employment. There were sufficient staff employed to meet people's individual needs. People were supported to receive their medicines safely.

People continued to receive effective care and support. Staff received an appropriate induction, ongoing training and opportunities to discuss and review their work, development and training needs.

The principles of The Mental Capacity Act 2005 had been applied where required. People were supported with any dietary and nutritional needs. People were supported with their health care needs

People continued to receive good care. People had developed positive relationships with staff who understood their needs. Staff were caring and mostly treated people with respect, kindness and dignity. People influenced their care when they were able to do so.

People continued to receive a service that was responsive to their individual needs. Staff had information available to support them to provide an individualised service based on people's needs, preferences and routines. The provider had a complaints policy and procedure.

The service people received was being monitored. The provider had installed a new phone system to make it easier for people to contact the office.

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 remains: Good.

Is the service effective?

Good ●

The service remains: Good.

Is the service caring?

Good ●

The service remains: Good.

Is the service responsive?

Good ●

The service remains: Good.

Is the service well-led?

Good ●

The service remains: Good.

Ace Care 4 U Limited

Detailed findings

Background to this 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 was planned to check 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.

This inspection took place on 13 July 2017 and was unannounced. The inspection was carried out by one inspector.

Prior to our inspection we reviewed information we held about the service. We looked at previous inspection reports, information received and statutory notifications. A notification is information about important events and the provider is required to send us this by law. We contacted commissioners who fund the care for some people and asked them for their views. We sent out survey forms to some people who use the service, their relatives, staff and healthcare professionals and we took their comments into consideration during the inspection.

During the inspection we spoke with 17 people who used the service and four relatives. We also spoke with seven care workers, the rota coordinator, the training manager and two registered managers.

We considered information contained in some of the records held at the service. This included the care records for three people, staff training records, three staff recruitment files and other records kept by the registered manager as part of their management and auditing of the service.

Is the service safe?

Our findings

People we spoke with said they felt safe using the service and trusted the care workers who visited them. One person told us the care workers who visited them, "Make me feel safe, they tend to my needs." Another person said, "I feel safe with them (care workers) they look after me and help me." A relative told us they believed their relation was safe using the service because the care worker who visited them was "as sound as a pound".

Staff had received safeguarding training and were able to discuss the different types of abuse people may be exposed to and describe their role in preventing this. The provider had worked with local authorities to protect people from harm and prevent abuse.

We received mainly positive comments about how people received their care and support, which was provided in the way which had been assessed for them to receive this safely. Some relatives did refer to problems that had occurred but these had now been resolved. One relative told us they had helped a care worker support their relation with their mobility when a second member of staff was not present. One of the registered managers said they had now ensured when two care workers were required neither of them entered a property until both care workers had arrived.

Other people spoke of receiving their support how they needed this. One person said care workers, "Provide my care carefully and sensitively." A relative told us an occupational therapist had visited to check how care workers were using the hoist to support their relation and said, "They were fine, it went well with no problems." Staff knew about assessing risks people faced and how to promote their safety, whilst encouraging their independence. Risk assessments explaining how this should be done were included in people's care files, along with an assessment of the environment people received their care and support in.

There were sufficient staff employed to provide people with the service they required. People were supported by staff who had been through the required recruitment checks to prevent anyone who may be unsuitable to provide care and support.

People were provided with any support they needed to take their medicines. One person told us, "The carers do it for me, no problem." Staff described how they supported people safely and records were kept to show people had received their medicines as intended.

Is the service effective?

Our findings

People were cared for and supported by staff who had the skills and knowledge to meet their needs. People spoke of staff "seeming to be trained" and "feeling confident" with the care workers who visited them. One person told us care workers, "Do seem to know what they are doing." The training officer described how their induction and training programme supported staff in the work they undertook, which staff confirmed to be the case. The staff training matrix showed staff were up to date with the training they were expected to have completed.

People had the opportunity to give their consent and make decisions for themselves. One person told us, "I make the decisions about my needs and they do listen to me." Other people spoke of care workers asking for their agreement before providing any support and listening to what they said about this. Care workers described how they ensured people consented to the care and support they provided and made choices about this. Where someone did not have the capacity to make a decision for themselves, the Mental Capacity Act 2005 was followed in order to make a decision in the person's best interest.

Where people were supported with their nutritional intake they were provided with enough to eat and drink to maintain their health and wellbeing. Some people told us they did not require care workers to help them prepare meals but some others said they did receive support with this. Care workers described providing people with meals and any support they needed to eat these.

People told us care workers knew about their healthcare needs and they received support with regard to their health and wellbeing. One person said care workers, "Check how I am feeling, especially in the morning." Another person said care workers, "Ask how I am, we have a chat about how I feel." Staff told us they had a good understanding of people's physical and mental health needs and described how they supported people with these. .

Is the service caring?

Our findings

People spoke positively about the care workers who supported them, describing them as caring, polite and friendly. One person said, "They treat me nice, they are sound." Staff spoke with passion about their work and wanting to provide people with the care and support they needed to enable them to continue to live independently. Care workers also spoke of getting personal satisfaction from providing people with a positive experience.

People told us about being able to make choices about their support. Some people spoke of the benefits of having a multicultural workforce that could speak with people from differing cultures in their first language. A relative described how beneficial it was for their relation to have someone who spoke their first language. A registered manager described how they tried to match people with care workers who knew about their culture and faith and spoke their first language. This included involving a member of staff who spoke the person's first language when undertaking the initial assessment of their needs.

Most people told us care workers conducted themselves in a respectful way when visiting them and respected their thoughts and beliefs. Some people mentioned a few situations where staff had not been as respectful as they would have wished, such as a care worker using their mobile phone during a visit. All the care workers we spoke with said that would not be acceptable and they would not do this. People had given us permission to raise the situations they told us about with the registered managers. The registered managers assured us they would contact the people concerned and address these, which they confirmed had been done after our visit.

Is the service responsive?

Our findings

People had a written plan which described their needs. One person said, "I have a care plan, I've checked it. They upgraded it when I came out of hospital." Another person told us their care plan had been reviewed about six months ago and their needs had not changed since then. A relative said their relation's needs were, "All written down. They did a care plan of [relation]'s needs before the care started." People felt their needs were met when care workers arrived on time and stayed for the full duration of the call. One person told us, "They work around my needs." Some people mentioned occasions when their calls had started late or finished early, but this had now been resolved.

Care workers told us the care plans gave them the guidance and direction to provide people with the care and support they needed. Care files we reviewed described clearly the care and support people required and were kept up to date with people's changing needs. The registered managers told us they felt they were successful in providing people with flexible care packages in order to meet their needs and described examples of where this had occurred.

People were given opportunities to raise any concerns and they were told how they could make a complaint. A copy of the provider's complaints procedure was included in their care file. Records made of complaints received described what the outcome of the complaint was and any action taken to prevent the issue from reoccurring.

Is the service well-led?

Our findings

Most people spoke of having had positive contact with office based staff. This included being able to speak with them in their first language and receiving phone calls to ask how their service was going. Some people did refer to having difficulty in contacting the office by phone. We discussed this with the registered managers who told us they had recently installed a new phone system which included an additional line to make it easier for people to be able to contact the office. Additionally they said they would include people's experience of contacting the office in their quality assurance process.

Care workers told us they mostly worked within one of two geographical areas. There were team meetings held for staff who worked in each area. Care workers said they felt welcomed when they came to the office and any resources they needed, such as personal protective equipment (PPE), were always available. Care workers told us they could always contact a manager for advice, including out of hours when there was an 'on call' service provided. Care workers were aware of their duty to pass on any concerns externally should they identify any issues that were not being dealt with in an open and transparent manner. This is known as whistleblowing and all registered services are required to have a whistleblowing policy. There was a system in place where senior staff observed care workers practice to ensure they were following the correct policies and procedures.

Care workers spoke positively about the service and said they could approach either of the registered managers if they needed any support or advice and described the registered managers as approachable. One care worker said the registered managers were "definitely supportive". Another care worker said they felt "well managed". We saw some survey forms completed by people who used the service. These contained positive responses to questions the asked. We also reviewed records kept as part of the management of the service which showed issues had been addressed when needed.

The provider complied with the condition of their registration to have a registered manager in post to manage the service, and there were two registered managers employed. Providers are legally required to display the rating we give them in the service and on their website if they have one. The rating from the previous inspection was displayed as required.