

Nurtured Care (NE) Limited

Nurtured Care NE

Inspection report

Dunston Small Business Centre
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Gateshead
NE11 9DR

Tel: 01914326443

Date of inspection visit:

21 May 2021

27 May 2021

28 May 2021

16 July 2021

Date of publication:

23 September 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service caring?	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Nurtured Care NE is a domiciliary care agency providing personal care and support to people living in their own homes. 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. At the time of inspection 209 people were receiving personal care.

People's experience of using this service and what we found

People and relatives felt comfortable and safe with staff and were complimentary about them. Comments included, "The carers are fine and always respectful. They know exactly what to do and will always ask what I need doing" and, "My [family member] would be lost without the carers."

People felt safe with the support they received from staff. There were enough staff deployed to meet people's needs. Infection control processes were embedded into the service and staff followed government guidance in relation to infection control and prevention practices, in particular, relating to COVID-19.

Staff supported people in a respectful, dignified manner. People were well cared for and were encouraged to maintain their independence.

The service was well-managed. The registered manager and senior staff promoted an open and honest culture and were approachable. One staff member said, "[Registered manager] is very approachable and understanding. I often seek support from her as she listens and gives advice I need." The provider had an effective quality assurance process in place which included regular audits and quality surveys.

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 15 August 2020).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about staffing levels, infection prevention and control, people's dignity and overall management of the service. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the Safe, Caring and Well-Led sections of this full report.

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

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question.

Details are in our safe findings below.

Inspected but not rated

Is the service caring?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question.

Details are in our caring findings below.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question.

Details are in our well-led findings below.

Inspected but not rated

Nurtured Care NE

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of specific concerns we had about staffing levels, maintaining people's dignity, respecting people's choices and quality monitoring.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection team was made up of one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Nurtured Care NE 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. 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

This inspection was announced.

We gave the registered manager 24 hours' notice of the inspection to ensure they would be available to support the inspection.

Inspection activity started on 21 May 2021 and ended on 16 July 2021. A site visit took place on 16 July 2021.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider

sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. We used all of this information to plan our inspection.

During the inspection

We spoke with 36 people and 22 relatives about their experience of the care provided. We spoke with four members of staff including the registered manager, the operations director, the quality officer and the human resources manager. We also received feedback from seven care staff.

We reviewed a range of records. This included four people's care records, staff rotas and quality audits. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed training information, staff inductions, policies, surveys, newsletters, quality assurance records and various other documentation.

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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about staffing levels and infection prevention and control. We will assess all of the key questions at the next comprehensive inspection of the service.

Staffing and recruitment

- There were enough staff deployed to meet people's needs safely. Some people told us staff were sometimes late, but they were usually informed of any delays. One person said, "They are mostly on time but never more than half an hour late, at most and, if they have time left over they will always ask if I want something doing."
- Senior staff determined staffing levels, schedules and rotas in line with people's needs, geographical locations and preferences, where possible to accommodate.
- People gave mixed reviews regarding the timeliness of calls and continuity of care staff. The quality officer told us it wasn't always possible to arrange calls for the exact preferred time, but they tried to accommodate people's wishes where possible, explaining to people when this wasn't possible.

Preventing and controlling infection

- People were protected from the risk of infection. Staff had received training in IPC practices and were knowledgeable about government guidance around appropriate use of PPE when supporting people.
- The provider ensured PPE was readily available for staff to use.
- Senior staff carried out regular checks to ensure staff followed the provider's infection prevention and control policies and procedures effectively.
- Staff were regularly tested for COVID-19.

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.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check specific concerns we had about people's choice, dignity and respect. We will assess all of the key question at the next comprehensive inspection of the service.

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

- Staff were kind and caring when supporting people. People and relatives told us, "They are brilliant. They do a good job and treat me very well" and, "The carers are kind and compassionate to [family member]. If they have any concerns about her wellbeing. They will phone whoever they think is needed such as the GP. They also ring me and never leave her if they have any concerns until I get there."
- Equality and diversity policies were in place to make sure people were treated fairly, regardless of their age, sex, race, disability or religious belief. Staff had received training in equality, diversity and inclusion.
- Staff were passionate about their roles and spoke fondly about people. One staff member told us, "I love my job and the clients."

Respecting and promoting people's privacy, dignity and independence

- Staff supported people in a respectful, dignified manner. People told us, "They always draw my curtains straight away when doing my personal care and cover me with towels" and, "They treat us very well and they are very respectful."
- Staff encouraged people to be independent, where safe to do so. Care plans detailed people's capabilities and what daily tasks they required support with. One person said, "They [staff] are very patient and really nice."
- People's personal information was protected and stored securely.

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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check specific concerns we had about the culture and overall management of the service. We will assess all of the key question at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People were at the centre of the service and staff supported them to improve their well-being and achieve positive outcomes. One person said, "At times I get very down and [staff] certainly try to lift my spirits. They are compassionate and overall, I am very happy."
- The service was well-managed. Comments from people and relatives included, "Everybody, the whole team is doing a good job" and, "We get an excellent service and they do whatever [family member] needs."
- The provider supported staff in their roles through training and regular communication. One staff member said, "I feel supported in my role as a carer. We get good feedback from office staff, they are friendly but professional and I feel comfortable talking to [them]" and, "The office staff are all lovely and, the feeling of being valued and appreciated in the job we do is so nice."

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

- The registered manager acted on the duty of candour. They conducted themselves in an open and honest way throughout the inspection.
- The registered manager understood their legal responsibility to be open and honest when something goes wrong. They submitted notifications to CQC for significant events that had occurred at the service.
- The quality assurance systems in place allowed the registered manager and senior management to effectively monitor the quality of care people received.