

Amicare Domiciliary Care Services Ltd

# Amicare House

## Inspection report

651 Melton Road  
Thurmaston  
Leicester  
Leicestershire  
LE4 8EB

Tel: 01162601747

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26 January 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Amicare House is a domiciliary care service that provides care and support to people living in their own homes. At the time of our inspection, there were 179 people 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

This was a targeted inspection that considered infection, prevention and control. Based on our inspection of infection, prevention and control processes and procedures, we were assured that people were receiving safe care that protected them from the risk of infections as far as possible.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating was Good (published 5 November 2019)

### Why we inspected

This targeted inspection was prompted by a review of the information we held about this service. Targeted inspections 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.

### 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?**

At our last inspection we rated this key question Good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Amicare House

## 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.

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.

This was a targeted inspection to check that sufficient robust procedures and processes were in place and were being followed to protect people from the risk of infections.

#### Inspection team

This 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 and flats.

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 service 48 hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 26 January 2022 and ended on 1 February 2022.

#### What we did before the inspection

We used on-going monitoring such as information received about the service. 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 used all this information to plan our inspection.

During the inspection

This performance review and assessment was carried out without a visit to the location's office. We used technology such as video and telephone calls to enable us to engage with people using the service and staff and encrypted files to review key documents. We reviewed a range of policies, procedures and information around infection prevention and control on 27 February 2022. We spoke with six people who used the service and six care staff by telephone. We also spoke with the registered manager by video and telephone.

# 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 this key question was rated Good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if systems and processes to manage the risk of infections, including those of COVID-19, were sufficiently robust. We will assess the whole key question at the next comprehensive inspection of the service.

### Preventing and controlling infection

- We were assured that the provider was using personal protective equipment (PPE) effectively and safely. People told us staff always wore fresh gloves and face masks when they entered people's homes and changed gloves and washed/sanitised hands when moving between tasks, such as care and medicines. One person told us, "The staff are very, very good. They wear gloves and face masks and aprons, and always wash their hands. They dispose of their PPE safely. They have done a great job in protecting me from COVID-19. I feel very safe with them."
- Staff confirmed they were consistently provided with sufficient supplies of PPE including additional PPE to wear when supporting people who tested positive for COVID-19, such as sleeve protectors and visors.
- Staff told us they received sufficient training, information and guidance to enable them to continue to provide care and support throughout the COVID-19 pandemic. This included regular updates to reflect changes in guidance and distance learning to refresh knowledge around controlling and preventing infections. Staff told us this gave them greater confidence in understanding and working with risks associated with COVID-19.
- People and staff confirmed staff received regular spot checks and observations from managers to ensure they remained competent in responding and managing the risk of infections.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. People and staff confirmed staff were supported to isolate under current COVID-19 guidance if they needed to. The registered manager followed contingency planning in ensuring staffing levels remained sufficient to meet people's needs and keep them safe if their regular care staff were absent. People confirmed temporary care staff were allocated to them which meant people did not experience missed calls and received consistency in care.
- We were assured that the provider was accessing testing for staff. Staff confirmed they undertook regular weekly testing for COVID-19. The registered manager had implemented weekly lateral flow testing for all staff in response to a recent outbreak. Staff confirmed this had been communicated to them and they had been provided with testing kits.
- Staff told us they were encouraged to take up vaccinations for COVID-19. People confirmed they felt assured that staff were vaccinated. One person told us, "I know staff are vaccinated and this makes me feel safe with them."
- We were assured that the provider's infection prevention and control policy was up to date. The provider had robust contingency planning to manage disruption to the service, including workforce constraints.

