

Prime Way Care Ltd

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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?

Good ●

# Summary of findings

## Overall summary

The inspection took place on 6 September 2018 and was announced. This was a focused inspection looking at whether people using the service were safe and whether the service was well led. No risks, concerns or significant improvement were identified in the remaining Key Questions through our ongoing monitoring or during our inspection activity so we did not inspect them. The ratings from the previous comprehensive inspection for these Key Questions were included in calculating the overall rating in this inspection. This inspection took place in response to concerns raised with us about people's safety.

The service provides personal care to people in their own homes. At the time of our inspection 18 people were receiving care.

There was a registered manager in place. 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.

We found that people using the service were safe. Feedback from people using the service and their relatives was positive and it was clear that people valued the care they received. Comments included "I can't fault them, they can't do enough.", "They are very, very special people, we have three of them who come to see my wife and they are all fabulous." And "I would say they are the best carers in the whole wide world".

When concerns arose about staff performance, action was taken to ensure people using the service were safe. This included suspending staff if necessary. There was a system of spot checks to help the registered manager check that staff were carrying out their roles to the required standard. If there were any concerns identified during spot checks, these were followed up with the member of staff concerned.

Senior staff were open and transparent and took action to improve when necessary. For example, they had identified that systems for monitoring care calls were not robust enough and had purchased an electronic monitoring system which made it much easier to ensure that calls were taking place.

Staff were trained in safeguarding vulnerable adults and told us they felt able to report any issues or concerns and felt confident they would be listened to.

People using the service and staff were all positive about how the service was managed and led. Comments included, "The manager is very on the ball. She rings me all the time, she's very switched on, it's so much better than the last agency", "Yes, the manager comes out to see us and asks us questions. I would highly recommend them." And "The manager is very, very good, she comes to see me she gives me advice and she asks me if I am satisfied. I am very very satisfied with the service".

Staff gave us examples of concerns they'd brought to the registered manager's attention, which had been

dealt with swiftly and resolved.

People were given numerous opportunities to provide feedback about the service they received. This helped the registered manager monitor the quality of the service they provided.

The ratings for the two domains inspected remained as Good.

## 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 remained Good.

### Is the service well-led?

Good ●

The service remained Good.

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## **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.

The inspection was prompted in part by information of concern received by CQC. The information raised concerns about whether people were receiving safe care and whether visits were always taking place as scheduled. This inspection focused on whether the service was safe and well led.

This inspection took place on 6 September 2018 and was announced. We gave short notice of the inspection because the service provides care to people in their own homes and we needed to be sure there would be someone available to support the inspection.

The inspection was carried out by two Inspectors. Prior to the inspection we viewed all information available to us, including notifications and any feedback or complaints. Notifications are information about specific events that the provider is required to tell us by law. As part of our inspection we spoke with four people who use the service and three relatives of people using the service. We received feedback from six members of staff as well as speaking with the registered manager, deputy manager and business manager. We reviewed the care documentation for four people as well as other documents relating to the running of the service such as feedback forms, spot checks and report from the electronic monitoring system.

# Is the service safe?

## Our findings

People were very positive about the service they received reflecting that they felt safe and well cared for. Comments included the following; "I am very, very satisfied with all the staff and the service it is very, very good", "I can't fault them, they can't do enough.", "They are very, very special people, we have three of them who come to see my wife and they are all fabulous." And "I would say they are the best carers in the whole wide world".

For one person using the service, the provider had gone above the expectations of the service to ensure they were safe. The registered manager told us that for this person staff had recognised that the person needed two members of staff to ensure their safety. The registered manager immediately implemented the second care staff at their own expense whilst highlighting the concern with commissioners. This demonstrated a very caring approach towards people using the service as well as a commitment to ensuring they were safe.

The registered manager told us that at the present time they had sufficient numbers of staff to meet the demands of their care packages. They told us they had been fortunate to be able to recruit a strong team of caring staff. There were bank staff available in the event of unexpected absences of regular staff. The registered manager told us they also carried out care from time to time. We viewed data for the previous three months leading up to our inspection and saw that no missed calls had occurred. In a number of cases, the data reflected that staff were actually staying longer than their contracted time. The registered manager told us that some people needed a bit of extra time sometimes and they were keen that care staff didn't rush them.

The registered manager and other senior staff all demonstrated an open and transparent approach to running the service. They identified where, on occasion things had not gone well and told us about the action they had taken in response. For example, in the past there had been some concern raised about missed visits. The registered manager told us they had investigated these issues but had found it difficult to arrive at a conclusion because the systems they were using to record visits weren't robust enough. As a result of this, they had invested in an electronic monitoring system. This is a system where staff log in to calls and log out again using a device linked to a computer system. This allowed the provider to monitor whether calls were happening as they should and to take action if the system flagged up that a member of staff hadn't logged in. The registered manager told us the system had taken some time to embed in to practice as staff became used to using the system, however now that the system had been in place for a few months the registered manager told us they would be taking disciplinary action where staff failed to use it.

We found that the provider took action to ensure people were safe. When concerns were raised about the conduct of staff, the registered manager took this seriously in order to safeguard other people using the service. When concerns were raised, staff were suspended from their duties. In one case, this was followed by dismissal because the registered manager wasn't satisfied with the member of staff's performance. In another example, a member of staff for whom concerns had been raised, was required to retrain. We saw documentary evidence to support what the provider told us about their action in response to concerns.

We reviewed the risk assessments in place for four people. It wasn't immediately clear from these what the risks for individuals were and what measures were in place to minimise the risks. However, on further review of people's care plans, there was information in place to describe what staff should do to support people to stay safe. For example, one person was at risk of skin breakdown. In the care plan, staff were guided to reposition the person and to be observant of the person's skin condition. For another person, there was information about the equipment they required to keep them safe whilst moving around their home. However these details weren't fully reflected in the risk assessment section of people's care files. We fed this back to the registered manager and deputy manager. They acknowledged this issue and told us they would take action immediately to review this and ensure consistent information throughout. One person specifically mentioned how staff were managing the risks in relation to their relative's skin and were very positive. "They are excellent they have looked after my mother's skin so well, the district nurses have complimented them on the care. I can't fault them, they can't do enough".

Staff told us they received training in safeguarding vulnerable adults and felt able to approach the registered manager with any concerns. One member of staff commented "I will report (concerns) to the manager if it wasn't resolved I would inform the local authority and police."

## Is the service well-led?

### Our findings

The service was well led. There was a registered manager in place, supported by a deputy and a business manager. Everyone we spoke with was positive about the leadership of the service. Comments included, "The manager is very on the ball. She rings me all the time, she's very switched on, it's so much better than the last agency", "Yes the manager comes out to see us and ask us questions. I would highly recommend them." And "The manager is very, very good, she comes to see me she gives me advice and she asks me if I am satisfied. I am very, very satisfied with the service".

Staff were positive about the leadership of the service. One member of staff commented "I really enjoy working at Primeway and do feel that it is managed well. Office staff give us clear instructions and I have one to one supervisions on what I have done well and where I can improve." This member of staff also told us how the registered manager had listened when they'd raised a concern about a person they supported needing more time. This had been raised with the social worker and it had been agreed to increase the timing of the visit. Other staff members told us "Yes I can speak to the manager and she always listens. Service is managed really well", and "Our manager always has time for us and cares about us and the service users, we all work together as a team. Yes, the service is managed well."

People were given numerous opportunities to provide feedback about the service they received. This was achieved through both telephone interviews and written questionnaires. In each of the four files we reviewed, there was evidence that feedback had been sought from people. This helped the registered manager monitor the quality of the service provided and act on any concerns as they arose. Feedback we reviewed was positive. The registered manager told us they were soon to be implementing a new professional quality assurance system, specifically designed to support them in meeting the requirements of being registered with CQC.

We saw evidence of 'spot checks' taking place to monitor staff performance. Spot checks were where a senior member of staff attended a call unannounced to observe how the call was carried out. In each of the four files we reviewed there was evidence of spot checks taking place. This included one person who had only very recently begun using the service. We saw that in most cases, no concerns were highlighted during spot checks. However, in one case the spot check did highlight some performance issues, such as record keeping not being up to standard and arriving late with no explanation. We saw evidence that these issues were brought to the attention of the member of staff concerned and discussed with them so that expectations of their performance were made clear. This demonstrated that the systems in place were used successfully and proactively to address concerns as they arose.

Senior staff were aware of when notifications to CQC needed to be made. This included any safeguarding concerns. The provider had engaged with the safeguarding team in the local authority previously when concerns had been raised and provided them with any information requested.



