

Reliacare Limited

Reliacare

Inspection report

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01 June 2023

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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

About the service

Reliacare is a domiciliary care agency. It provides personal care to people living in their own homes. The service supports people living in Barrow, Ulverston and the surrounding areas. There were 50 people receiving personal care when we inspected.

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

People were protected from abuse and avoidable harm. Staff were trained in how to identify and report abuse and how to provide people's care safely. The registered manager had identified and managed potential risks to people's safety. There were enough staff to support people. Staff supported people, as they needed, to take their medicines. Staff followed robust infection prevention and control procedures and people were protected from the risk of infection. The registered manager learned from any incidents and shared learning with the staff team to ensure people's safety.

People received person-centred care which met their needs. The provider had systems to monitor the quality of the service. The service managers worked with staff providing people's care. People said the service was well-managed and they would recommend it. Staff worked cooperatively with other services to ensure people received the care and support they needed.

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, (report published 20 December 2017).

Why we inspected

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

The service had not been subject to a formal regulatory review since the inspection in 2017. We undertook a focused inspection to seek assurance people continued to receive safe, high-quality care.

We reviewed 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 has remained good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Reliacare on our website at www.cqc.org.uk.

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?

Good ●

The service was well-led.

Details are in our well-led findings below.

Reliacare

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection was carried out by 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

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

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.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 25 May 2023 and ended on 1 June 2023. We visited the location's office on 25 May 2023. We contacted people who use the service, people's relatives and staff between 25 May 2023 and 1 June 2023 to gather their views about the service.

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. We used information gathered as part of monitoring activity that took place on 20 October 2022 to plan the inspection and inform our judgements. 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 help plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with the registered manager of the service and the provider's nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We spoke with 2 members of the management team and looked at the care records for 7 people. We looked at 3 staff files in relation to recruitment and training. We also looked at the staff training matrix and a range of records relating to the management of the service. We contacted 7 people who used the service and the relatives of 5 people to gather their views. We also contacted 5 staff to gather their views.

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; Assessing risk, safety monitoring and management

- People were safe and protected from abuse and harm. People felt safe with the staff who visited their homes. One person told us, "I know the carers are good at keeping me safe."
- The registered manager had identified and managed potential risks to people's safety. People's care records included guidance for staff about how to ensure people they cared for were safe.
- People told us the staff knew how to maintain their safety, including when using equipment in their homes. One relative said, "[Relative] has two carers at each visit who have been trained to use the necessary equipment to keep [relative] safe".
- Staff had been trained in how to identify and report abuse. They told us they had the information they needed to keep people safe and understood their responsibility to do so. One staff member said, "I always make sure that the client is safe and comfortable before leaving their property."

Staffing and recruitment

- There were enough staff, with the appropriate skills, to support people. People told us staff usually arrived at the agreed times and called to let them know if they were going to be late. They said staff had the time they needed to carry out their care and said they enjoyed chatting to the staff. One relative told us, "I think they have enough staff to meet our needs. They are well trained and have the right skills to undertake the care my [relative] needs." Another person said, "They [care staff] always spend time sitting with me for us to have a chat."
- Staff told us their care visits were well organised and gave them the time they needed to provide people's care. One staff member told us, "All calls are carried out to the full before moving on to the next call."
- The provider carried out checks on new staff to ensure they were suitable to work in people's homes. This included taking up references to check new staff were of good character. New staff were also required to have a Disclosure and Barring Service, (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. This information helps employers make safer recruitment decisions.

Using medicines safely

- Staff gave people the support they needed to take their medicines. The support people required to take their medicines was clearly recorded in their care records.
- People told us they received the support they needed to take their medicines. One person said, "The carer ensures that I take my medication."
- Staff had completed training in how to manage medicines safely and how to record the support they had

given to people. Staff competence at managing people's medicines was assessed during spot checks by the managers of the service.

Preventing and controlling infection

- People were protected against the risk of infection. Staff were trained in infection prevention and control and how to use PPE effectively to protect people from infections. The provider had ensured staff had appropriate PPE and followed government guidance about the use of PPE.
- People told us the staff followed good hand hygiene and infection prevention and control procedures. One person said, "The carers wash their hands and use gloves, aprons and masks."

Learning lessons when things go wrong

- The provider and registered manager had systems to learn from incidents to ensure people were safe. This included sharing learning with the staff team. The management team used team meetings and digital media to share important learning with staff.

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. The rating for this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Staff provided people with person-centred care which people valued. People told us they would recommend the service. They said the care provided had improved their wellbeing and quality of life. One person told us, "I would recommend this service as it is so reliable, and the carers provide an excellent service. Everyone is so kind and helpful and they enable us to remain cheerful, in fact they are more like friends now and very reliable." Another person said, "I would definitely recommend this agency. I think it is a good service with pleasant carers with whom one can have a laugh. I look forward to them coming now."
- During the COVID-19 pandemic, the provider identified there was a lack of information and support available for people who had experienced the death of a relative. They produced an informative guide for people on the actions required following a person's death. The guide also provided details of organisations which could offer support following a bereavement.
- Staff said they felt well supported by the service management team. One staff member said, "I feel very supported by the managers of the company. They have always helped as much as they can with regards to any issues."
- Staff told us the support they received enabled them to provide people with high quality care. The provider had also produced guidance for staff on support and resources available to support their wellbeing during and after the pandemic.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 provider and registered manager were very experienced. They were clear about their roles and the responsibilities associated with them. They were aware of their responsibilities under the duty of candour. They were open and honest with people when incidents occurred and shared information, as required, with relevant people.
- Most people knew the members of the service management team, as they provided care to people. One person said, "I know the managers and have had 3 of them come to care for me from time to time."
- People told us the service was well-managed and they were confident the managers would resolve any issues they raised. One person said, "I think the service I receive is very well managed. I have not ever had to raise a concern or a complaint, but I know if I was ever unhappy with any element of my care that I could talk to any of the managers and I feel confident they would resolve the issue quickly and to my satisfaction."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- The provider asked people for their views and used their feedback to improve the service. The management team in the service worked with staff providing care to people. People told us the managers asked for their views as they provided their care. One person told us, "The managers are very good and will come to undertake my care sometimes and whilst doing my care they ask how I feel about the care I am receiving."
- Staff told us they were asked for their views and could make suggestions about how the service could be improved. They told us they had formal meetings with a member of the management team where they could share their views. They had also been asked to complete an anonymous staff survey to give their feedback on the service.
- The registered manager and provider were committed to the continuous improvement of the service. They carried out 'spot checks' on staff working in people's homes to identify if further training or support was required and arranged this as necessary.

Working in partnership with others

- The registered manager and staff worked effectively with other services. Staff knew the other services which supported people and contacted them as appropriate. People told us staff monitored their health and advised them to contact their doctor or supported them to do so if required.