

All About Care South West Limited

All About Care (South West) Limited

Inspection report

66 Dorchester Road
Weymouth
Dorset
DT4 7JZ

Tel: 01305261177
Website: www.aacare.co.uk

Date of inspection visit:
08 February 2018
09 February 2018
12 February 2018

Date of publication:
20 March 2018

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

All About Care is registered to provide personal care to people living in their own homes. At the time of our inspection the service provided personal care and support for 90 people living in Weymouth, Dorchester and Purbeck. There was a 24 hour on-call service available.

There was a registered manager who has worked at the service for over five years, in various roles and was registered as manager in March 2017. 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.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the rating of good and there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

At this inspection we found the service remained Good.

People needed minimal support and prompting with their medicines and this support was managed safely. Any risks to people were identified and managed in order to keep people safe.

People received care and support in a personalised way. People's needs were assessed and planned for. Staff knew people well and understood their needs. We found that people received the health, personal care and support they needed.

People and relatives spoke very highly of the caring and compassionate qualities of staff. People and relatives told us they had good relationships with staff and that there was often lots of laughter between people and staff.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. Staff had a good understanding of the Mental Capacity Act 2005.

Staff were recruited safely and there were enough staff to make sure people had the care and support they needed. Staff were trained and had the opportunity for personal and professional development.

People and relatives knew how to complain and raise any concerns. People and their relatives did not raise any concerns with us.

The culture within the service was personalised and open. There was a clear management structure and staff felt well supported and listened to. There were systems in place to monitor the safety and quality of the

service provided.

Further information is in the detailed findings below

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe? The service remains Good	Good ●
Is the service effective? The service remains Good	Good ●
Is the service caring? The service remains Good	Good ●
Is the service responsive? The service remains Good	Good ●
Is the service well-led? The service remains Good	Good ●

All About Care (South West) 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 was an announced comprehensive inspection on 8, 9 and 12 February 2018. We gave the service 48 hours' notice of the inspection visit because the location provides a domiciliary care service. We needed to be sure that they would be in.

The inspection visits to the office and to four people and three relatives were conducted by two inspectors on 8 and 9 February 2018. One inspector made telephone calls to four people, two relatives and three staff on 12 February 2018.

We also spoke with the registered manager, the provider, and three care staff. We reviewed in depth, four people's care records in the office and with their permission, the records kept in their home. We also saw records about how the service was managed. These included staff recruitment, training and supervision records, staff rotas, staff training records, accident and incident records, complaints, audits and quality assurance records as well as a range of the provider's policies and procedures.

Before the inspection we looked at the information we had received and notifications made to us by the service. Additionally, we contacted the local authority commissioning team to obtain their views of the service.

Is the service safe?

Our findings

At this inspection we found people continued to receive a safe service. People and their relatives told us they felt safe with the care staff that supported them. One person said, "I feel safe and trust them to take care of things. They're good like that". Another said, "I always feel safe and they [staff] are trustworthy".

People were protected against the risks of potential abuse. There were policies and procedures in place to help keep people safe from abuse. Staff spoke knowledgeably about their responsibilities to keep people safe and protect them from harm.

People had effective risk assessments and plans in place. These covered their home environment, nutrition, medicines, falls and condition specific risks. For example, one person was at risk of developing pressure areas. Their risk management plan included checking their skin daily and ensuring they were positioned correctly in their specialist bed and chair. A relative told us staff always identified and acted on any changes to their family member's skin.

Records for people were accurate and well written and reflected the care and support they required.

The service did not administer people's medicines but reminded and prompted people. Medicines administration was either managed by the person or their family members. People and relatives we met and spoke with confirmed this. The registered manager was aware of the current medicines administration guidance. They agreed to keep their current practices for some individuals under to review they met this guidance.

Rotas showed people had a named carer allocated for all calls. This meant that, even if the allocated care worker changed, people always received care from staff who had been recruited and trained by All About Care and there was no reliance on agency staff. People and relatives we spoke with all confirmed that this was the case.

There was an 'on call' system that provided out of hours cover. The registered manager and lead care co-ordinator provided the on call system. Staff spoke highly of the support of the 'on call' system and the responsiveness when they needed any help or support.

Accidents and incidents were recorded and reviewed. This system ensured learning from such incidents could be achieved and people's safety maintained.

The service followed appropriate recruitment processes before new staff began working at the service. Staff files showed photographic identification, a minimum of three references, full employment history and a Disclosure and Barring Service check (DBS). A DBS check helps employers to make safer recruitment decisions by providing information about a person's criminal record and whether they are barred from working with certain groups of people.

Staff were trained in infection control. They told us, and we saw, they had access to personal protective equipment such as gloves and aprons.

Is the service effective?

Our findings

At this inspection we found that people received an effective service from staff who had the same level of skills and experience and the rating continues to be good. One relative told us, "They know what they're doing and they do it to high standard".

Records and staff told us they were very well supported. Staff had regular one to one supervision meetings with their line managers and annual appraisals. Staff said the induction process was detailed, included shadowing more experienced staff and enabled them to perform their role confidently. Staff told us, and the records confirmed that they had received a wide range of training appropriate for their role which was regularly updated. Staff had the knowledge and skills to care for people effectively.

People's physical, mental health and social care needs had been assessed on an on-going basis. Most people managed their healthcare needs either independently or with family support. Records showed other people were supported with their health care needs and any changes in their health or well-being prompted a referral to their health care professionals.

The registered manager fully assessed and considered any new requests for care from people and or the local authority. This ensured there were enough staff with enough time available to meet the person's needs before care was provided. The registered manager did not accept any packages of care that they could not meet within the existing staff team. Staff rotas showed us, and staff said, they had enough time to travel to their visits and had the time available to meet each person's individual support needs.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. We checked whether the service was working within the principles of the MCA. Care workers had been trained in MCA and they demonstrated a good understanding of how to support people to make decisions. People told us staff always sought their consent before providing any care or support.

Where staff provided support with people's meals it was limited to heating up microwave dinners, preparing sandwiches and drinks and making sure people had access to them. People were supported to eat and drink enough to maintain a balanced diet.

Is the service caring?

Our findings

At this inspection we found that people were still cared for by kind, caring and compassionate staff and the rating continues to be good. People were treated with kindness, respect and compassion. One person said, "There's one special carer who'll do anything for you". Another person said, "I always look forward to them coming".

One relative whose family member received care and support from three different services said, "It makes my day to hear the three of them laughing and joking together [family member and two staff]. The care [person's name] gets from All About Care is the best of them all".

Another relative whose family member was living with dementia and had care and support from staff each morning to get them ready for their day service told us, "They are excellent, they treat Mum normally, they chat away and engage with Mum which means she's in a great state of mind when she's leaving the house for the day. She leaves by giving a wave and a smile. I can hear my Mum laughing her head off and it's so important she's smiley and happy. If there were medals I'd give them to the staff."

People were kept fully involved in their care and support and clearly felt that they mattered. They told us that staff listened to them and respected their opinions. They said that they communicated well and took on board everything they said to them. All of the people and relatives spoken with were very complimentary about how caring and kind the staff were. One relative told us that the staff noticed when they were worried and couldn't manage some domestic tasks and, the staff helped them out even though this wasn't part of their role.

People told us that their regular staff knew them well and that their care was provided with dignity and respect. One person told us, "The carers respect my privacy and draw the curtains when they're helping me". People and relatives said staff always asked if they needed anything else before they left.

People told us that their care workers let them do as much as they could for themselves. They said their independence was encouraged. One person told us how staff supported them with their medicines so they could continue to take them themselves.

People's care plans included details of people's preferences such as their preferred gender of staff for personal care. People told us their preferences were respected and if there were any circumstances where their preferences were not able to be met the office contacted them to let them know.

Staff told us they felt cared for by the management team and provider. They told us they all looked after each other and had a great sense of teamwork with the common goal of caring for people the best they could.

Is the service responsive?

Our findings

At this inspection we found that people received the same level of responsive care and the rating continues to be good.

The registered manager told us that people and their families together with any relevant professionals were involved in the assessment and care planning process. They said that where local authority care plans were in place these were followed. The staff and registered manager responded to people's changing needs and contacted the local authorities if people needed shorter or longer visits. Staff told us that the care plans contained all of the necessary information to help them care for people.

The service provided personalised care that was responsive to people's individual needs. People told us that their care plans met their needs and that care staff recorded notes in their care files at every visit. The care plans had been reviewed at regular intervals to ensure that they met people's changing needs. People and their relatives told us they had been involved in the reviewing process.

For people who were reaching the end of their lives, there were specific care plans put in place to make sure they were kept comfortable and supported in a way they preferred. The care plans gave staff guidance on how the person wished to be supported. One person was receiving end of life care. Their family member told us the care and support they were receiving from the staff and the office was invaluable. They told us the registered manager had helped to co-ordinate the care from the different agencies involved with them and this had helped reduced the stress and worry at this very difficult time.

There was a complaints policy and procedure that was given to people when they began receiving a service from All About Care. The complaints policy and procedure provided clear times for response and the contact details of other organisations such as the local authority, CQC and the Local Government Ombudsman. There was a system in place for receiving, investigating and responding to complaints and ensuring any lessons learnt were shared. There had not been any complaints received in the last year. However, the registered manager recorded any concerns people raised and the actions they took in response to these on people's individual records. Overall people did not raise any concerns about the service. People told us very occasionally staff would be running late and that when this happened staff phoned them to let them know.

Is the service well-led?

Our findings

At this inspection we found that people still received a good quality service and the rating continues to be good.

The manager had worked at the service in various roles, for five years and was registered as manager in March 2017. 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.

Staff were very positive about the registered manager and the lead care co-ordinator. They told us that office staff including the registered manager and lead care co-ordinator often worked in the community providing personal care for people, particularly at weekends and at times of staff sickness.

Staff described the service as having a "family feel" and being a "good team". One staff member said about the registered manager, "You can raise any issues with them and that includes out of hours. I've never once been made to feel I can't talk to them about anything". Another staff member said "I wouldn't work anywhere else" and another said, "There's no them and us we're all just one team". Staff told us that they felt supported and had regular meetings. The registered manager made sure any positive feedback and compliments received were shared with staff. Staff said, and the records confirmed, that they had spot checks. This was to make sure that the care they provided was given correctly.

The service had cars that they could lend to staff if there were any unexpected breakdowns of their own cars. This was so staff could continue to provide care and support to people.

People told us they thought the service was well-led and that any concerns they raised with staff were fed through to the office. People's views were sought through annual surveys. The last surveys in January 2017 had identified some concerns with how responsive the office had been to people's concerns they raised and some staff running late. The surveys had been analysed and action had been taken in response. There was a new team of staff working in the office and the concerns were addressed.

There were systems in place to monitor the safety and quality of the service by the registered manager and the provider. This included the monthly reviewing of incidents, accidents, staff supervisions, spot checks, staff training and people's care records when they were returned to the office. The registered manager prepared a management report for the provider every month.

The registered manager had notified CQC of any specific events as required by the regulations.

The service's inspection rating was displayed in the office and on the provider's website.