

Heronsmere Home Care Ltd

Heronsmere Home Care

Inspection report

Heronsmere
Old Shire Lane, Chorleywood
Rickmansworth
Hertfordshire
WD3 5PW

Tel: 07429076755

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21 November 2023
28 November 2023

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

About the service

Heronsmere Home Care Ltd a domiciliary care service providing personal care and support for people in their own homes. At the time of the inspection the service provided support for 15 people.

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

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Medicines were managed safely. Overall risk assessments provided information to care for people however for 1 person there needed to be more robust information provided to staff to help mitigate risks when providing care. The registered manager took prompt action to address the concerns. There were effective procedures in place to manage infection control. Staff understood how to safeguard people from the risk of harm.

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There were enough staff deployed to provide care and support. The registered manager was not always recording staff supervisions. We made a recommendation to the registered manager to review their practice. People were overwhelmingly happy with the care they receive. There was a positive culture amongst the care staff, they told us they felt supported in their roles and thoroughly enjoyed working for the service.

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 10 January 2018.

Why we inspected

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

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

Recommendations

We recommend the registered manager record supervisions in line with their policy.

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?

The service safe.

Details are in our safe findings below.

Good ●

Is the service well-led?

The service was not always well-led.

Details are in our well-led findings below.

Requires Improvement ●

Heronsmere Home Care

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

One inspector carried out this inspection.

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 we needed to be sure the registered manager would be in the office to support the inspection. Inspection activity started on the 21 November 2023 and ended on the 29 November. We conducted a site visit on 28 November 2023.

What we did before inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection

We spoke with the registered manager, and we reviewed a range of records. This included 2 people's care records and 2 people's medicines records. We looked at 2 staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were viewed. We spoke with 4 relatives, 3 health care professionals and 4 staff.

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. At this inspection the rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- The registered manager completed risk assessments to identify the risks people faced while receiving a service. We noted 1 person's risk assessment needed updating to ensure there was clear information to guide staff. The registered manager took prompt action to address this issue.
- There were clear risk assessments in place for staff to manage environmental issues in people's homes.
- The registered manager had systems for recording accidents and incidents. Staff understood how to raise and report incidents if they occurred.
- Staff told us they had open and honest conversations when things went wrong but reflected this rarely happened.

Staffing and recruitment

- The registered manager had systems in place to monitor if people were receiving care visits on time and for the correct duration. The registered manager recorded call times in a diary and if people were late, they would contact the person, or another carer would cover the call.
- The registered manager had recently secured some funding to introduce electronic call monitoring and they were currently working to train all staff.
- Staff were recruited safely. There were some small gaps in employment history which the registered manager told us they would address by recording information already known to the service in staff files.

Using medicines safely

- People received their medicines as prescribed. We found some recording gaps for medicines however there was no evidence people had not received their medicines as prescribed. Relatives confirmed people received their medicines safely.
- Staff received training in how to administer medicines safely.

Systems and processes to safeguard people from the risk of abuse

- People were safeguarded from abuse and avoidable harm. There had been no recent safeguarding concerns at the service.
- Relatives told us they felt safe with the care their loved one received. One relative said, "I feel person is safe and cared for in the way we like and in line with her wishes and that is what is important".
- Staff received safeguarding training and knew they could report safeguarding concerns to the registered manager.

Preventing and controlling infection

- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

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. At this inspection the rating has changed to requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

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

- The registered manager did not always have effective written monitoring systems in place to monitor some aspects of the service. Audits were not completed regularly which meant there was limited information in place to see how the service was being managed.
- The registered manager recognised that improvements were needed, and they told us they would be recruiting office staff to support the day to day running of the service.
- Following the inspection, the registered manager took prompt action to address the concerns raised.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- There were no formal methods to feedback about the care people received and the registered manager agreed this should be in place, but they explained they were a small local business who provided care for people over many years and as a result informal feedback had become the normal procedure.
- Supervisions and appraisals were not consistently happening; this was because the registered manager had periods of maternity leave over the last two years. The registered manager worked as a carer and spent a large part of their time in the field which meant ongoing support occurred daily, they did however recognise the need to implement more robust procedures for supporting staff.

We recommend the registered manager record supervisions in line with their policy.

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

- Staff spoke about a positive and supportive team, comments included, " The registered manager works hand in hand she is on the rota, and you work with your boss - this makes her accessible and amazing. If you have issues or challenges, she will help you."
- Both staff and people's relatives felt able to speak with the registered manager if they wanted changes, and felt they were listened to and respected.

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 registered manager understood their legal responsibility and were open and honest during the inspection.

Working in partnership with others

- The service worked in partnership with a variety of healthcare professionals. Professionals confirmed that the registered manager was good at working at a local level. One professional stated "They are very approachable they are very good, and they connect people with health care professional and provide all aspects of care they are top quality. "