

Adico Care Ltd

Adico Care

Inspection report

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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

Adico Care provides personal care services to people in their own homes. At the time of our inspection Adico Care were providing personal care to 45 people.

At the last inspection the service was rated Good.

At this inspection we found the service remained Good.

There was a manager in post who had started the process to register with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC 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 and associated Regulations about how the service is run. The manager had completed their interview with CQC and was awaiting their registration.

People felt safe, happy and well looked after. Staff had received training in how to safeguard people from abuse and knew how to report concerns, both internally and externally.

Safe and effective recruitment practices were followed to help ensure that all staff were suitably qualified and experienced. Arrangements were in place to ensure there were sufficient numbers of suitable staff available at all times to meet people's individual needs.

Trained staff helped people to take their medicines safely and at the right time. Identified and potential risks to people's health and well-being were reviewed and managed effectively.

People and relatives were positive about the skills, experience and abilities of staff. They received training and refresher updates relevant to their roles and had regular supervision meetings to discuss and review their development and performance.

People were supported to maintain good health and had access to health and social care professionals when necessary. Where required they were supported to eat a healthy balanced diet that met their individual needs.

Staff obtained people's consent before providing personal care and support, which they did in a kind and compassionate way.

Staff had developed positive and caring relationships with the people they cared for. People were involved in the planning, delivery and reviews of the care and support provided. The confidentiality of information held about their medical and personal histories was securely maintained.

Care was provided in a way that promoted people's dignity and respected their privacy. People received

personalised care and support that met their needs and took account of their preferences. Staff were knowledgeable about people's background histories, preferences, routines and personal circumstances.

People were supported to pursue social interests at home and in the community.

Complaints were recorded and responded to in line with the service policy.

People, relatives and staff were complimentary about the manager and how the service was run and operated.

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 ●

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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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2012, 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 carried out on 27 and 28 April 2017 by one Inspector and was announced. Before the inspection, the provider completed a Provider Information Return (PIR). This is a form that requires them to give some key information about the service, what the service does well and improvements they plan to make. We also reviewed, information we held about the service including statutory notifications. Statutory notifications include information about important events which the provider is required to send us.

During the inspection we spoke with the provider, manager, two supervisors, care co-ordinator admin and recruitment and the accredited trainer who provided training for Adico care. We spoke to seven people who used the service and four relatives. We looked at care plans relating to three people and three staff files and a range of other relevant documents relating to how the service operated. These included monitoring data, training records and complaints and compliments.

Is the service safe?

Our findings

People and relatives told us they felt the service they received was safe and met their needs. One person said, "I feel very safe. I am happy with the care." A relative said, "Happy with the service [Name] gets, the staff are always really attentive and on time."

Staff demonstrated they could identify potential risks to people's health, welfare or safety and appropriately managed and mitigated risks to keep people safe. Staff told us that any changes to people's needs were reported back to the office. One staff member said, "I look around the house to make sure there are no obstacles in pathways, loose carpet or unsafe electric cables." We saw in people's care plans that risk assessments for people and the environment had been completed, with guidance for staff on how to support people's needs.

Staff had received training about safeguarding people from harm. Staff we spoke with were knowledgeable about how to identify any signs of abuse. They knew how to raise concerns, both internally and externally. One member of staff told us, "I would report concerns to my supervisor or manager. I could also contact safeguarding." Another staff member told us, "I would always tell my manager." They went on to explain that they had in the past raised a concern with the manager and a safeguarding had been raised with the local authority. This showed that where required staff understood how to report concerns.

The manager told us that all staff were introduced to people who used the service to ensure that people knew the staff member who came to their home to support their needs. This was done to ensure people felt safe when staff arrived at their homes. Staff confirmed they were introduced to new clients. One relative said, "They always send a list of who is coming and where we have had new staff they have been introduced to us."

Safe and effective recruitment practices were followed to make sure that all staff were of good character and suitable for the roles they performed. The manager conducted all the necessary pre-employment and identity checks before staff were offered employment. There were enough suitably experienced, skilled and qualified staff available to meet people's individual needs. Staff received their rotas by email in good time for staff to contact the office if there were any issues. The care co-ordinator told us this worked well. People had been allocated regular staff to promote continuity of care. One person told us, "I more or less see the same carers." A relative said, "[Name] gets the same carers every week."

There were processes in place to monitor incidents and accidents. Staff were familiar with the reporting and recording procedures. Staff understood that reporting was important to ensure that steps would be taken to monitor and reduce identified and potential risks. People who used the service confirmed that staff helped and supported them to take their medicines safely. Staff received training in safe administration of medicines and knew how to ensure people received their medicines safely. Staff had their competency regularly checked and there were regular spot checks completed by supervisors to ensure best practice. We saw that medicines were monitored and regularly audited.

Is the service effective?

Our findings

People who used the service and their relatives were positive about the staff that provided care and support. One person told us, "Staff are very good they always make sure I'm comfortable and they look after me properly." A relative told us, "Happy with the care, the girls [Staff] always make sure they have their meals."

Newly employed staff members were required to complete a structured induction programme during which they received training relevant to their role and achieved a nationally recognised `Care Certificate`. They worked alongside other experienced colleagues and were not permitted to work unsupervised until they were competent in their duties. Staff received training in areas such as safeguarding, medicines, health and safety, dementia, moving and handling and first aid. Staff were also encouraged and supported to obtain national vocational qualifications (NVQ). One staff member commented, "I have just completed my NVQ level 2." Staff we spoke with confirmed they were supported to develop with further training. One staff member told us, "The training was very good and there is really good team work." One supervisor said, "Staff spend three days with supervisors for observations to be signed off as competent. We make sure the staff know we are there for them to ensure they are confident." One staff member confirmed that they had not felt confident after their initial shadowing and received further support from the supervisors until they felt competent to work independently.

Staff confirmed they received supervisions where they had the opportunity to review and discuss their performance. One staff member told us, "I have had my supervisions and I feel supported by the manager." Staff confirmed that the manager was approachable. They confirmed they had the opportunity to attend regular meetings and staff we spoke with felt they had a voice and that the manager and provider listened to them. One staff member commented, "They [management] listen to what we have to say." They gave an example of how some documentation had changed due to staff input.

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. At the time of our inspection we found that the provider was working within the principles of the MCA where necessary and appropriate to the needs of the people they supported. Staff told us they obtained people`s consent before they offered any support. One staff member said, "Always assume that people can make decisions." They went on to explain that people have the right to be involved in making decisions and we can support this where required, for example by holding up different items of clothes to help people choose.

Staff helped, supported and encouraged people to eat a healthy balanced diet that met their needs. We found that some people needed very little support from staff just to warm their food or prepare a snack; others required staff to cook their food. One person said, "I put what I want to eat in the fridge and they [staff] will cook it for me. They cook well." Another person commented, "They come in the evening and get my dinner and they always ask what I want to eat. There is usually something in the fridge that my [relative]

has prepared.""

People's needs were reviewed and documented to ensure that the care and support provided helped them to maintain the best physical, mental and emotional health. Staff liaised with appropriate health and social care services if they felt there was a change in people`s condition. One relative said, they always communicate if there are any problems."

Is the service caring?

Our findings

People who used the service and their relatives told us that staff provided support in a kind, compassionate and caring way. One person told us, "Staff are very good they are very nice and caring." They went on to say, "They [staff] respect my dignity and privacy, always ask me if I'm ok and if I'm happy for them to help." Another said, "I have three carers who have volunteered to sleep here at night, I feel extremely supported." One staff member said, "I always close doors and windows when given personal care. I always explain what I am doing and cover them with towels to promote their dignity. I encourage people to do what they can for themselves and will support them to do the things they can't."

We were told by staff and the people they supported they had continuity in supporting the same people over a period of time; this gave staff and people the opportunity to develop relationships and for staff the opportunity to learn people's likes and dislikes. One person said, "Staff are definitely kind and caring, they are friendly and respectful and we have developed good relationships." Another person said, "They [Staff] are always chatty, always ask me what I want. Another commented, "They [staff] are always willing to go the extra mile, "They went on to explain that staff have cleaned the floors and helped with other jobs that they do not have to do. One staff member told us about a person they supported with care who was blind they had noticed that the milk was out of date. The staff member purchased fresh milk with their own money for them. The staff member said, "I absolutely love my job, I have the best job in the world."

People we spoke with confirmed that staff promoted their independence and supported them to live at home. People and the relatives told us that staff were kind and caring and confirmed they were treated with respect. People who received a service, and where appropriate their relatives, were involved in the planning and reviews of the care and support they received. One person said, "The supervisors talk to me about my care." One staff member said, "I am always communicating, constantly explaining what I am doing and ensure this is ok." Staff we spoke with knew people well and we found that care plans had good guidance for staff about the support people required. One person said, "Staff are kind and caring and have lots of patience." Another person said, "They talk to us they make sure we are happy."

Records were stored securely and staff understood the importance of respecting confidential information. They only disclosed it to people such as health and social care professionals on a need to know basis. One staff member told us that it was important to respect people's privacy and not to discuss their private business.

Is the service responsive?

Our findings

People who used the service received personalised care and support based on their individual needs and took account of their preferences and personal circumstances. Staff were knowledgeable about people's preferences and wishes. People we spoke with were all very complimentary about the service they received and about staff. One person said, "Happy with the care absolutely, whatever I want them [staff] to do they always oblige, very helpful." They also confirmed they were involved with decisions about their care and sat down with staff to review the care plan. One relative said, "I went through the care plan and my [relative] was involved. We went through everything then when the care plan was updated we read through and signed it off."

People received information about the service. In addition people told us they received care and support that met their individual needs. We found that some people were supported to go shopping or to the pub and one person was supported to go to the bookmakers. One relative said, "They [staff] sit with my [relative] they sing songs and play games. [Relative] is really happy with the care, they look forward to them [staff] coming." One staff member confirmed that they had taken people out for walks when requested. This showed that where required people were supported to maintain their interests. We saw that regular reviews of people's care were completed. We found there was guidance for staff in care plans to enable staff to provide support.

People's identified needs were documented and reviewed to ensure they received appropriate care. Staff had guidance on how people required their support. The manager confirmed that pre-assessments were completed to ensure people's needs and preferences could be met. However, there might be times when they will offer people alternative times until their preferred times become available. People were supported to have their say the manager told us that there were regular reviews and spot checks where people's views were sought to ensure people were happy with the service. People also received surveys to seek their feedback. People we spoke with confirmed they had received questionnaires and they were happy with their care.

There was a system in place to monitor calls. The call logs were audited regularly by the supervisors to ensure people were receiving their calls at the correct times. People and their relatives told us staff arrived on time and if they were running late they were phoned by the office to let them know of a delay in the visiting times. One person told us, "Staff turn up on time. If they are running late they will let me know, it's unusual for them to be late." One supervisor said, "We tell staff if you are running late, please telephone to let people know." A staff member commented, "If we are running late we phone to let the client know and we inform the office." We looked at a random selection of call times and found that calls were on time. Staff also confirmed they had sufficient travel time between calls to ensure they arrived on time. People we spoke with told us they were happy with the support they received.

There was a complaints procedure in place and people told us they knew how to raise concerns. People were aware of how to make a complaint should they need to. However, everyone we spoke with told us that they were very happy with the service. One person said, "If I had any complaints, I know who to contact."

Another person said, "I know who to call if I needed to complain." One relative said, "I am always asking [relative] if they are happy or if they have any concerns. If there were any problems we would contact the office."

Is the service well-led?

Our findings

People, their relatives and staff were positive about how Adico Care was run. They were complimentary about the provider and manager who were described as being approachable and supportive. One staff member said, "There is good team work and I feel supported. The manager is approachable." A person commented, "The new manager is much better, they came to see me and introduced themselves."

The provider was very clear about their vision regarding the purpose of Adico Care, how it operated and the level of care provided. They told us the manager shared their vision and values that all clients are safe and are happy with the care they receive. The manager told us, "I wouldn't ask staff to do things if I wasn't prepared to do them myself." They explained that they started out as a carer and had worked their way up and felt that helped them understand staff and the issues they might encounter. One staff member said, "The manager understands and can relate, they are very supportive and listens to you."

The manager felt supported by the provider. They told us they had regular meetings to talk about any concerns or ideas they had, there was lots of daily communication. The manager had been supported with their training and development. They were completing their business studies and there were other plans for further development. There were links to the local authority for independent surveys. The manager said, "I feel supported and the [provider] listens to and responds to things I need." The manager told us that they have a good team around them. There was a clear staff structure in place and staff were aware of their roles and responsibilities. There were action plan in place to improve the way Adico care developed. There was an out of hour's service operated for people to ensure that people had support when required.

The manager was knowledgeable about the people who used the service, their different needs, personal circumstances and relationships. Training records were maintained detailing the training completed by all staff. This allowed the manager to monitor all training and to make arrangements to provide refresher training when necessary. Staff told us that they attended monthly training. One staff member commented, "I feel confident, I have the correct training."

There were regular management meetings held between the manager and the provider to discuss various topics and share ideas. There were effective quality assurance systems in place that monitored people's care. We saw that audits and checks were in place which monitored safety and the quality of care people received. These checks included areas such as care planning, medication and call monitoring. Where action had been identified these were followed up and recorded when completed to ensure people's safety. We saw that where the need for improvement had been highlighted that action had been taken to improve systems. The supervisors carried out regular spot checks and competency assessments to ensure best practice.

Services that provide health and social care to people are required to inform the CQC of important events that happen in the service. The manager had informed the CQC of significant events in a timely way. This meant we could check that appropriate action had been taken.