

Prominent Ventures UK Ltd

# Kare Plus Cambridge

## Inspection report

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21 December 2020

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Good** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

### About the service

Kare Plus Cambridge is a domiciliary (home care) care agency. It provides personal care to people living in their own houses and flats. CQC only inspects the service being received by people provided with personal care, help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

At the time of our inspection there were 12 people receiving the regulated activity of personal care in their home and a further 5 people were in hospital.

### People's experience of using the service and what we found

There were enough safely recruited staff with the skills to meet people's needs at a time people preferred. We found there had been a missed call in November 2020. Electronic systems were in place for monitoring calls, although staff required training, so it could be used effectively.

The provider had arranged in July 2020 an external audit to be completed against the fundamental standards for good care. There were action plans implemented from this to improve the service. However, although some actions had been completed this was still a work in progress.

Staff undertook training in how to keep people safe and had completed safeguarding training. Staff knew how to identify and report any potential safeguarding concerns. Staff received spot checks to ensure best practice and competency checks for the administration of medicines.

Staff understood and had completed infection control training. Staff confirmed they had access to personal protection equipment (PPE) such as face masks, gloves antibacterial hand gel and aprons. The provider ensured all relevant updates were shared with staff.

The provider had made improvements to the service, there were quality assurance systems in place that helped identify and implement changes that promote good quality care. All the people and staff we spoke with spoke positively about the service. The manager and provider worked well with other professionals to help provide joined up care.

### Rating at last inspection

This service was registered with us on 10 June 2019. This is the first inspection of this service, but as this was a focused inspection, we are not able to provide an overall rating. This is because we have not assessed all domains and key questions.

### Why we inspected

We received concerns in relation to staffing, late calls and no registered manager. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We found no evidence during this inspection that people were at risk of harm from these concerns.

#### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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 was 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 safe findings below.

**Requires Improvement** ●

# Kare Plus Cambridge

## 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.

#### Inspection team

This inspection was undertaken by one inspector.

#### Service and service type

Kare Plus Cambridge is a domiciliary (home care) care agency. It provides personal care to people living in their own houses and flats. Kare Plus Cambridge provides a service to younger adults, older people, people living with dementia, people with a physical disability and people with sensory impairments.

The service did not have a manager registered with the Care Quality Commission. This means the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was announced. We gave the provider over 48 hours' notice. This was because we needed to be sure that the provider would be in the office to support the inspection.

#### What we did before inspection

We reviewed information we had received about the service. We contacted staff and service users for their experiences. The provider was not asked to complete the required Provider Information Return. This is information providers are required to send us with key information about the service, what it does well and improvements they plan to make. We took this into account in making our judgements in this report. The provider also sent us records about compliments, quality assurance audits and feedback, staff rosters and recruitment, incident records and care records. We looked at information we had requested from the provider prior to the inspection and this information was used as part of the inspection plan.

#### During the inspection

We spoke with six people, one relative of people who used the service, two members of staff and the provider. We also requested information from the provider.

After the inspection

We asked for various records, incident records. These were all provided within the timescales set.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

The purpose of this inspection was to explore the concerns we had about Kare Plus Cambridge. We will assess other domains and all of the key questions at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Staff completed training in safeguarding and understood how to keep people safe.
- One staff member confirmed they had completed their safeguarding training and knew how to report any concerns or incidents should they happen.
- Systems were in place to ensure good communication for people, relatives and staff. The provider confirmed they ensured regular reviews and telephone contact had taken place to ensure people were happy with the service provided.

Assessing risk, safety monitoring and management

- Regular reviews of risks had been undertaken such as medicines administration, environment checks were in place to ensure people were kept safe.
- Staff understood how to manage people's risk. One staff member said, "We have access to people's support needs (in the care plan)." One person said, "I feel staff have the skills".
- People's and staff's records were updated appropriately and stored to ensure confidentiality was maintained.

Staffing and recruitment

- Staff were deployed to meet people's needs. However, we received mixed feedback about calls being attended on time, people told us, "It's a really good service but sometimes they can be late." "They have been okay now for a little while, things have improved." People confirmed they were happy with the service and although there had been some late calls there had been real improvements.
- There were enough staff with relevant skills and there was also capacity to cover unplanned staff absences.
- Recruitment practices completed by the provider ensured staff were of good character. Checks in place confirmed staff were suitable to be employed.
- The provider confirmed all new staff completed an induction and training in the areas needed to provide safe effective care.
- There were unannounced spot checks for staff. One staff member said, "Yes I have had spot checks." Spot checks are completed to ensure staff are working to best practice and providing good care. One person said, "We have been with [Kare Plus] over a year, staff have always been very good."

Using medicines safely

- Medicines were administered and managed safely.
- Staff were trained in administering medicines and had their competency assessed. One staff member said, "I have had my medicine training."
- Medicine audits and observations of staff were completed to ensure good practice.

#### Preventing and controlling infection

- There were systems in place that promoted good infection, prevention and control standards.
- Staff confirmed they had received regular updates on infection control to ensure people were supported with safe care during the pandemic. Staff also told us they had access to all equipment needed to support good infection control and understood the importance of wearing masks, gloves and aprons to keep themselves and people safe.
- The provider had sufficient supplies of personal protective equipment and staff used this as required.

#### Learning lessons when things go wrong

- Incidents were recorded and acted on. The manager told us that when things went wrong this was discussed with staff and changes implemented.
- We spoke with one person who had some issues with their call times at the start of their contract. The provider wrote to them apologising for the initial problems. However, we spoke with the person during the inspection and they confirmed that these issues had been resolved and they were happy with the service and care provided.
- Staff understood their responsibilities. The provider ensured staff completed all relevant training.

# 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.

This is the first inspection for this newly registered service. This key question has been rated 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.

The purpose of this focused inspection was to explore the specific concerns we had about the management of Kare Plus Cambridge. We will assess other domains and all of the key questions at the next comprehensive inspection of the service.

There has not been a registered manager in post since 14 April 2020. When we inspected, the manager in place at this time had made an application on the 28 November 2020. However, this had not been received by CQC. We have advised that they resubmit their application. As a result of not having a registered manager in post we have applied a limiter. This means the service cannot be rated above requires improvement in the well-led section in this report.

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. Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The manager was aware of their responsibilities such as staff support, audits and informing the local safeguarding authority about incidents. The provider was very involved with the day to day running of the service.
- An electronic system has been installed to provide better monitoring of calls. However, due to the pandemic it has been difficult to arrange appropriate training for staff. This meant the new system was not used to its full potential and could not be relied upon to evaluate late and missed calls.
- The provider was still reviewing calls manually. They have secured another training date for early January but are not sure if this will take place due to the restrictions.
- The provider had worked with the manager in improving the service. For example, reviews of people's care plans and risk assessments had been updated and contained good detail.
- Staff received support in their role, this included observations of care practise and training updates. Staff had access to one to one discussions. One staff member told us, "I enjoy working for Kare plus good company, good support."

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

- The provider had identified several areas to be improved upon. However, this was still a work in progress. They had developed and created a positive staff team culture where staff felt listened to and valued. One staff member told us that things were now much better with the new manager in place.
- People, in conjunction with the provider, decided when and how their care was provided. For example,

discussing their care needs and what was important to them. One person said, "They listen to me and discuss my care needs."

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

- The registered manager had developed systems to collect and act on people's views. For example, introducing telephone monitoring. The provider sought feedback from staff and people to evaluate how they felt about the service. Surveys were also completed. The provider took steps to resolve any issues or concerns.