

Care South

Care South Home Care Services Dorset

Inspection report

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19 November 2018
21 November 2018
04 December 2018

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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?	Outstanding ☆
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

What life is like for people using this service:

- People told us they felt safe. Comments received included; "Yes most definitely," and one person described how they "Feel very comfortable with them [staff] in my house."
- People's needs and risks had been assessed and care and support was delivered as they expected and needed.
- Staff cared about the well being of people they supported and we received positive feedback from relatives and people about the kindness of staff. One relative told us "The whole team are fantastic,"
- Staff were compassionate towards the people they provided support to. There were many examples of staff providing care to people when it was their day or weekend off. Staff were praised for their "Reliability and kindness."
- People and their relatives knew how to make a complaint if they needed to and felt any concerns would be taken seriously and promptly.
- The service actively promotes assistive technology to help people to remain independent and safe.
- There were quality assurance systems in place to drive improvement.
- More information is in the full report.

Rating at last inspection: GOOD (The date last report published was 6 June 2016).

About the service: Care South Home Care Services Dorset provides support and personal care to people who live in their own homes in the Bournemouth and Christchurch area. At the time of our inspection they were providing personal care to 63 people.

Why we inspected: This was a planned inspection based on the rating at the last inspection. The service remains Good.

Going forward we will continue to monitor this service and plan to inspect in line with our inspection schedule for those services rated as Good.

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 effective?

The service was effective

Details are in our Effective findings below.

Good ●

Is the service caring?

The service was exceptionally caring

Details are in our Caring findings below.

Outstanding ☆

Is the service responsive?

The service was responsive

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service was well-led

Details are in our Well-Led findings below.

Good ●

Care South Home Care Services Dorset

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 checked 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 inspection took place on 21 November 2018 and ended on 4 December 2018. We gave the service 48 hours' notice of the inspection visit. We needed to be sure that people were informed that we would be contacting them by telephone, and we needed a manager to be available to facilitate this inspection.

We visited the office location on 21 November 2018 to see the registered manager and staff. We reviewed people's care records, policies and procedures, records relating to the management of the service, training records and the recruitment records of care workers. The inspection team consisted of 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. Their area of expertise was with older people. The expert by experience spoke with 14 people, one relative and two staff by telephone on the 16 and 19 November 2018.

The service had a manager registered with the Care Quality Commission. This means that they are legally responsible for how the service is run and for the quality and safety of the care provided.

We looked at information we held about the service including notifications they had made to us about important events. We also reviewed all other information sent to us from other stakeholders for example the local authority and members of the public. We spoke with two staff during our visit.

We requested further information from the registered manager related to the service, this was provided promptly.

Is the service safe?

Our findings

People were safe and protected from avoidable harm. Legal requirements were met.

Supporting people to stay safe from harm and abuse

- People told us they felt safe receiving care and support from staff. Comments made from people included; "Yes very much so, I trust all of the staff" and "Yes most definitely." Another person described how they "Feel very comfortable with them [staff] in my house."
- Staff had received training on the safeguarding of adults, and those of whom we spoke with understood their role and responsibilities in protecting people from abuse. The registered manager had a good knowledge of safeguarding; and had raised issues with the Local Authority when concerns had been identified.

Assessing risk, safety monitoring and management

- There was a contingency plan in place in case of events which effected the service running safely such as adverse weather, which proved effective last year due to the snow. This meant everyone who had been assessed as it being 'essential' they had a visit; had one.
- Assessments identified any risks to people and to the staff supporting them. Staff said they had received training in equipment they needed to use in order to move people safely. Risks in people's homes and any risks in relation to the care and support needs of the person had been assessed and measures were in place to minimise the chance of harm occurring to people or staff.
- The service worked with people to maintain their safety. For example two hours emergency call was provided each year to support people, free of charge.
- Staff made people aware of other services, such as the fire brigade and shared information with parties, and helped people to access services in order to keep them safe.

Staffing levels

- The majority of people said staff arrived when they expected them, except on the rare occasions, one person said, "very rarely late- usually due to traffic problems."
- Half of the people we spoke with said they received regular staff, however the other half told us they didn't. Everyone said they received a rota and were informed of changes. Comments received included; "No I don't get regular carers but I have a weekly rota" and "I get different carers each day" and others told us "Practically the same carer and I get a rota that matches the carers" and "I do have the same carer each day." Everyone we spoke with said they had never had a missed call, and they were informed if staff were going to be later than expected.
- The provider told us the service did not use agency staff, and the small staff group provided regular care staff to people.
- The service had good track record for retaining staff, and staff said they "Enjoyed" their job and felt "Valued, which helped them to stay with the company".
- Recruitment practices continued to be safe. The relevant checks had been completed before staff worked with people in their homes.

Using medicines safely

- Staff ensured people had sufficient medicine available and that these were administered and stored safely.
- Medicines continued to be safely managed. The majority of people told us staff prompted them to take their medication when they needed it, and recorded what they had done.
- Regular audits were effective at highlighting any errors, for example in recording, and appropriate action was taken.

Preventing and controlling infection

- Staff were provided with personal protective equipment for use to prevent the spread of infections. People said staff wore gloves when doing personal care. Staff told us they could get more such equipment from the office whenever they needed. Records showed staff had received training in infection control.

Learning lessons when things go wrong

- The service had a robust system in place to monitor and learn from incidents and accidents. Records showed any themes or patterns were identified and that the registered manager had taken preventative actions where necessary.
- Where there had been errors made with recording of medicines; these were quickly found and measures put in place to keep people safe.

Is the service effective?

Our findings

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Care and support was planned and delivered in line with current legislation and good practice guidance. Assessments and care plans were easy to follow, detailed and reflected the person's preferences and wishes. One person recalled, "The very first day I was discharged from hospital and we agreed what I can or can't do and a care plan was set up." Another person said, "The manager came and asked me questions and we agreed a care plan."
- Care plans were regularly reviewed and updated in consultation with people, family and professionals when appropriate.
- People were referred to appropriate healthcare professionals in order to meet their needs.
- Care plans were regularly reviewed and updated in consultation with people, family and professionals when appropriate.
- Staff had access to specialist activities to use when supporting people who are living with dementia.
- The dementia lead provides specialist advice for people, relatives and staff to meet people's individual needs.

Staff skills, knowledge and experience

- Staff had the skills and knowledge they needed to carry out their roles effectively. People told us they felt staff were skilled and knowledgeable. Comments received included; "Yes definitely they are all very good" and "They are very good." Staff described the training they received was relevant to the needs of people they supported.

Eating, drinking and a balanced diet. Supporting healthier lives and access to healthcare

- People received the support they needed to eat and drink regularly. People told us, "The carers always ask me what I want for breakfast, lunch or tea and if I am ready for it" and "I get microwave meals at lunch time and the carers plate it up for me just how I like it".
- Records showed people had access to healthcare professionals when they needed it. Staff said they were informed of any changes in a person's healthcare needs where necessary.

Ensuring consent to care and treatment in line with law and guidance

- We checked whether the service was working within the principles of the Mental Capacity Act [MCA]. Staff continued to have a good understanding of these pieces of legislation and when they should be applied. One person said staff "Always ask how I like things to be done."
- Care plans had been developed with the person it related too. Care plans had been signed by the person to show their agreement and consent to receiving the care and treatment being provided.

Is the service caring?

Our findings

People were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service

Ensuring people are very well treated and supported

- People described staff as being "Kind" and "Caring." One comment was, "Yes they [staff] are amazing, lovely and can't do enough for me." Another person said the staff were, "Lovely, I couldn't do without them." A relative said "The whole team are fantastic," and "Cheerful, extremely helpful a total pleasure to be around".
- Staff spoke fondly of people they supported and knew their needs well. Staff were passionate about providing the care and support the person needed and expected.
- There were many examples of staff providing care to people when it was their day or weekend off. One in particular was when a person was discharged from hospital they were anxious about being alone at night. The service arranged for staff to stay overnight with the person until they were confident to be alone. Staff were praised for their "Reliability and kindness."
- Staff were compassionate towards the people they provided support to. The service arranged for additional support for people at short notice, for example staff stayed with someone after they experienced a bereavement. On another occasion a member of staff stayed with a person at night time, who needed reassurance. A further staff member arranged for someone who would be alone at Christmas to have a Christmas meal.
- Staff also cared for people's relatives, checking in on them and providing support when they were unwell.
- Staff sent bereavement cards and attended the funerals of people who had received the service.

Supporting people to express their views and be involved in making decisions about their care

- People told us they were included in how their care and support was planned and delivered. This was evident from reviews of people's care and in feedback received.

Respecting and promoting people's privacy, dignity and independence

- Everyone told us the staff ensured their privacy and dignity was maintained and their independence was encouraged. One comment made was "Carers let me do things for myself." A relative said "Yes they [staff] most certainly treat my husband with respect and dignity."
- Staff understood the importance in respecting people's rights to privacy and dignity and this was supported by care plans.

Is the service responsive?

Our findings

Services were tailored to meet the personal needs of individuals and delivered to ensure flexibility, choice and continuity of care.

How people's needs are met

- Care plans were easy to follow, personalised and detailed how the person wanted their needs and preferences to be met.
- The service used technology as a way of monitoring outcomes for people. A computer software system was implemented which alerted when there is any change to visit times or staff rota. When a care plan or risk assessment is due for review. This ensured the service was continuing to meet people's needs.
- The computer system was programmed to ensure people received care and support from consistent staff at times when people preferred and needed.
- Relatives were kept informed about changes in the and well being of their loved one. Records showed relative's involvement in reviews of care.
- Staff supported people to attend appointments where the person may need assistance to remember what was discussed. This was in addition to the person's usual care package.

Personalised care

- Staff spoke very knowledgably about how people liked to be supported and what was important to them.
- The assessment and review process ensured people's communication needs were identified. People had requested information be shared with them in large print, via email and text to speech phones for people with hearing and visual loss.
- People's care was reviewed regularly and when people's needs changed to ensure it met the person's needs. People told us "Yes I have regular reviews of my care plan every six months." Another person said that at their review that they "could not be more happier". A relative said "We wouldn't be able to manage without the staff."
- Staff supported people with additional tasks that were important to them, for example ensuring people had sufficient food shopping, getting new keys cut when they were lost, and ensuring refuse bins were put out for collection.
- Staff were responsive to people's emotional needs, providing support and additional cover at short notice to meet people's needs.
- Staff helped a person to set up 'Skype' to enable them to keep in contact with relatives.

Improving care quality in response to complaints or concerns

- Everyone knew who to contact if they were not happy about something. One person said "I would normally speak to the carer or the supervisor."
- In response to concerns raised about people who had fallen, the service purchased an Emergency Lifting Cushion (ELK). This device is used when people have fallen to help them raise up from the floor if they have no apparent injuries and have sufficient upper body strength. This has had a reduction in calling an ambulance crew to help people who are not injured to get up from the floor.
- The service actively promotes assistive technology to help people to remain independent and safe. Such as

sensor mats to detect movement and GPS watch which alerts the emergency services or relative of a fall. This was used for people who liked to go for walks independently and could forget their way home.

Is the service well-led?

Our findings

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Leadership and management

- Overall, we received very positive feedback from staff and relatives about how well-led the service was. They told us they were listened to and action was taken in response to any queries or concerns. People described the service as being "Managed very well" and "It seems to work like clockwork" and "They have a good team."
- There was a clear management structure in place, and arrangements for people to contact the staff if needed at any time.
- Staff and relatives spoke positively about the registered manager and staff all commented on their availability, approachability and commitment of senior staff from the provider organisation.
- Staff felt encouraged and supported to gain further qualifications and to bring any matters to the attention of the registered manager.

Managers and staff were clear about their roles, and understood quality performance, risks and regulatory requirements. Continuous learning and improving care

- People and relatives were asked for their views on the service as part of quality assurance and these were used to improve the care and support people received. We saw that this was positive and over a period of time any issues highlighted had been addressed.
- The registered manager described how they stayed up to date with good practice and how they took up opportunities to share and learn from colleagues and other professionals.
- The registered manager and staff were proud of the work they did and the positive impact their support had on the lives of people. Staff were committed to the people who used the service and the organisation.
- The organisation uses HEART values (honesty, excellence, approach, respect and teamwork) which were introduced to new staff during induction training. Staff performance against the organisational values was monitored through spot checks, supervision and re-enforced through training and staff meetings.
- The service had several initiatives for staff to benefit from, including an Employee Assist Programme, benefits for shopping and holidays. Recognition of long service and staff being nominated for awards at corporate events. Staff received cards to acknowledge special events and celebrations. And staff who have completed their probation period received a gift voucher at Christmas.
- Staff felt encouraged and supported to gain further qualifications.
- Staff told us how the service recognised achievements and good working practice. Any thank you cards or messages were shown to the member of staff it related to, and a copy was put on their file.
- Staff wrote messages to convey examples of good practice which was displayed in the office for all to read.
- The service has robust systems for auditing and continually monitoring care delivery. Additional measures had been put in place as a result of a medication recording error.

Engaging and involving people using the service, the public, staff and working in partnership with others

- The service had links with a local day centre, 10 local Care South care homes and AFC Bournemouth

Football Club. The services office is situated in a care home owned by the provider. People have attended social events organised by the registered manager which were held at the care home. These included a charity coffee morning, sensory experience by a local cosmetic company and talks provided by the fire brigade. The service provided transport and staff to support people who wanted to attend.

- The service hosts a coffee morning once a month for people, their relatives and staff to attend.
- Care South Home Care Services Dorset are members of the United Kingdom Home Care Association (UKHCA), the National Care Forum and is a founding member of the Dorset Home Care Provider Association (DHCPA). Regular meetings and seminars are held to share knowledge, experience and good practice.