

Nurtured Care (NE) Limited

# Nurtured Care NE

## Inspection report

Dunston Small Business Centre  
Staithes Road, Dunston  
Gateshead  
NE11 9DR

Tel: 01914326443

Date of inspection visit:

27 July 2022

02 August 2022

11 August 2022

15 August 2022

Date of publication:

12 October 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Is the service effective?	Inspected but not rated
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Is the service responsive?	Inspected but not rated
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# Summary of findings

## Overall summary

### About the service

Nurtured Care NE is a domiciliary care agency providing personal care and support to people living in their own homes. 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. At the time of inspection 230 people were receiving personal care.

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

People and their relatives were happy and complimentary about the care provided by their regular staff team but some were unhappy they were not told which carers would be visiting each week. People felt safe with staff and relative's confirmed that people had their needs met by staff.

There was enough staff available to support people during their planned visits. Staff had access to regular training and support. New staff received an induction and on-going support.

Staff were trained in medicine administration and had their competencies assessed. There were appropriate checks in place to make sure medicines were managed safely.

People and their relatives were involved in reviews of their care needs and assessments. People had visit plans in place which detailed what support was needed by staff. If people's needs changed their care package was adjusted to support with any additional tasks.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 21 May 2021).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had received about medicines management, staffing levels, staff training and people's care needs not being fully met. The overall rating for the service has not changed following this targeted inspection and remains good.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe, effective and responsive sections of this full report.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an

entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

#### 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?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

### **Is the service effective?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

### **Is the service responsive?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Nurtured Care NE

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this performance review and assessment under Section 46 of the Health and Social Care Act 2008 (the Act). We checked whether the provider was meeting the legal requirements of the regulations associated with the Act and looked at the quality of the service to provide a rating.

Unlike our standard approach to assessing performance, we did not physically visit the office of the location. This is a new approach we have introduced to reviewing and assessing performance of some care at home providers. Instead of visiting the office location we use technology such as electronic file sharing and video or phone calls to engage with people using the service and staff.

This was a targeted inspection to check on a concern we had about medicines management, staffing levels, staff training and people's care needs not being fully met.

#### Inspection team

The inspection was carried out by one inspector and two Experts 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.

#### 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 that the provider or registered manager would be available to support the inspection .

Inspection activity started on 27 July 2022 and ended on 15 August 2022. We contacted people and relatives via telephone on 2 August 2022 and reviewed information on 11 and 15 August 2022.

What we did before the inspection

We reviewed the information we held about the service including information submitted to CQC by the provider about serious injuries or events. 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.

We sought feedback from the local authority contracts monitoring and safeguarding adults' teams and reviewed the information they provided. We contacted the local Healthwatch for their feedback. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

This performance review and assessment was carried out without a visit to the location's office. We used technology such as video calls to enable us to engage with people using the service and staff, and electronic file sharing to enable us to review documentation.

We contacted people and their relatives on 2 August 2022. We spoke with 20 relatives and seven people who received care from the service.

We reviewed documentation relating to staffing, five staff recruitment files, 12 people's full care records and the medicine records for 20 people on 11 and 15 August 2022. We spoke with the registered manager and the quality assurance officer during the inspection.

# 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 this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the provider had enough staff available to safely support people and that medicines were safely managed. We will assess the whole key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- There were enough suitably trained staff to safely support people and staff were recruited safely.
- People told us that staff came at the right time but they were not provided with a rota for the week showing which staff member would attend. One relative told us, "They (the staff) are pretty much on time. We do get regular carers except for holiday or staff turnover."
- The provider carried out pre-employment checks on all new staff. For example, there were reference checks and Disclosure and Barring Service (DBS) checks in place. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

### Using medicines safely

- Medicines were managed safely. There were regular checks of people's medicine records by the registered manager and office team.
- People told us they received their medicines at the right time. One person commented, "Yes I get them, and they are on time."
- Staff had received training around safe medicines administration and had their competencies checked.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the effective key question at this inspection.

The purpose of this inspection was to check that the staff had the correct training, skills and knowledge to effectively support people. We will assess the whole key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- Staff received on-going training and support from the registered manager and provider to make sure they had the right skills to support people.
- New staff received an in-depth induction and this included all necessary training for staff to achieve their role.
- Staff received regular supervisions and could seek support/guidance at any time from the main office.
- People and their relatives said they felt staff were appropriately trained. One relative said, "She has confidence in the regular carers."



# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the responsive key question at this inspection.

The purpose of this inspection was to check that people were receiving the right care to meet their current needs. We will assess the whole key question at the next comprehensive inspection of the service.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People had holistic assessments of their needs which reviewed not only their physical needs but emotional and social as well. Care plans formed from these included people's choices for how their care is delivered. One relative commented, "We discussed with the hospital and carers before he left what they (the service) would do."
- Relatives told us that they had been involved in reviews of people's care needs and initial assessments. People and relatives confirmed they had access to their care plan and were part of the planning. One relative said, "I am involved and they (staff) came a few months after we started with them (the service) to do a review."