

Wirral Care Services Limited

Home Instead Senior Care Wirral

Inspection report

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28 May 2019

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Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Outstanding 

Summary of findings

Overall summary

About the service:

Home Instead Senior Care Wirral is a domiciliary care service based on the Wirral. The service provides personal care for people with a variety of needs on a short and long term basis. The service has two teams of staff covering the North and South areas of the Wirral peninsula. In addition, the service has a rapid access team which helps support people in their own homes for up to a maximum of two weeks. At the time of our inspection visit the service supported 180 people with personal care and companionship.

People's experience of using this service:

People were overwhelmingly positive about the service they received and said caregivers were exceptionally caring. People told us caregivers were very thoughtful and considerate and went above and beyond anything they expected. The relationships between caregivers and people who received support consistently demonstrated a high regard for people's dignity and respect.

The service was highly effective. We were repeatedly told caregivers made a difference and promoted a good quality of life for people.

People were actively empowered to take control of their care packages and to lead the lives of their choosing. Care records contained evidence the person supported had been involved with and were at the centre of developing their care plans.

People were placed at the centre of the service and were consulted on every level. Respect for privacy and dignity was at the heart of the service's culture and values. People told us caregivers spoke with them before carrying out tasks and involved them in deciding on how they wanted to be supported.

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

The service was extremely flexible and care packages were changed and adapted to meet people's changing needs and choices. There was excellent communication between the service and people they supported to ensure positive outcomes for people were achieved.

People were supported by very well-trained caregivers. There was a particularly strong emphasis on continuous improvement with caregivers attending training on a range of subjects to ensure they supported people appropriately. This included specialist areas such as dementia and end of life care. People told us they could see caregivers applying their training very effectively when providing their care and support.

The registered provider and management team worked extremely effectively and proactively together. We found they were excellent role models in the provision of high care standards. There was a positive leadership style which focussed upon dignity, independence and empowerment for both people supported

by the service and caregivers.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk 2019

Rating at last inspection:

At the last inspection the service was rated good (report published 24 August 2016).

Why we inspected:

This was a planned inspection based on the rating at the last inspection.

Follow up:

The next scheduled inspection will be in keeping with the overall rating. We will continue to monitor information we receive from and about the service. We may inspect sooner if we receive concerning information about the service.

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 exceptionally responsive

Details are in our Responsive findings below

Outstanding ☆

Is the service well-led?

The service was exceptionally well-led

Details are in our Well-Led findings below

Outstanding ☆

Home Instead Senior Care Wirral

Detailed findings

Background to this 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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team:

The inspection team consisted of two inspectors.

Service and service type:

Home Instead Senior Care Wirral is a domiciliary care agency. It provides personal care and support to individuals within their own homes throughout the local community. Not everyone using Home Instead Senior Care Wirral received personal care support. CQC only inspects the service received by people provided with their personal care and help with tasks related to personal hygiene and eating.

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

Notice of inspection:

The provider was given 24 hours' notice because the location provides a care service to people who lived in the community. We needed to be sure that we could access the office premises.

Inspection site visit activity started on 28 May 2019 and ended on 28 May 2019. We visited the office location on 28 May 2019 to see the registered manager; and to review care records and policies and procedures.

During the inspection we spoke with 12 people supported by the service, 16 relatives and one healthcare professional.

What we did:

Before our inspection we completed our planning document and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people supported by the service. We checked to see if any information concerning the care and welfare of people supported by the service had been received.

As part of the inspection we used information the provider sent us in the Provider Information Returns. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

We went to Home Instead Senior Care Wirral 28 May 2019 and spoke with a range of people about the service. They included ten members of staff including the business director, registered manager, general manager, two care managers and five caregivers.

We looked at care records of three people, arrangements for caregivers supervision and appraisal, medication and records relating to the management of the service. We also spoke with caregivers about their recruitment and training.

Is the service safe?

Our findings

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

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

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and their human rights were respected and upheld. Effective safeguarding systems were in place and caregivers spoken with had a very good understanding of what to do to make sure people were protected from harm.
- People consistently told us their relatives received safe care and they had no concerns about their safety. One person said, "The caregivers are so caring and patient. Always speak with [relative] and explain what care they are providing. They work really well together. Very professional and patient when hoisting [relative]. Never have any concerns about safety."

Assessing risk, safety monitoring and management

- The service managed risk through effective procedures. Care plans confirmed a person-centred risk-taking culture was in place to ensure people were supported to take risks and promote their own self development.
- Each person had a robust risk assessment and risk was managed and addressed to ensure people were safe. Care managers kept care plans under review and updated where required to ensure caregivers had access to information to support people safely.
- There was a business continuity plan that included different scenarios and what to do in the event of various adverse occurrences, in particular in adverse weather conditions.

Staffing and recruitment

- Suitable staffing arrangements were in place to meet the assessed needs of people in a person-centred and timely way. Reliability had been a key factor in people rating this service so highly. People told us this was a really important factor to their relatives feeling safe. One person said, "Excellent service. Completely reliable, flexible and responsive. Have never let us down and will amend care packages at short notice with no fuss or dramas."
- Caregivers confirmed appropriate recruitment checks had been made to ensure they were suitable for the role for which they had been employed.

Using medicines safely

- Medicines were managed safely and people received their medicines when they should. Where people were supported, we saw medicines were managed in line with good practice guidance, "Managing medicines for people receiving social care in the community." (National Institute of Clinical Excellence, 2018).
- People told us they were happy with the support their relatives received with their medicines. One person said, "The caregivers are very well trained and extremely competent in all tasks including providing support with medication. They have my complete confidence and I know [relative] receives their medication as

prescribed."

Preventing and controlling infection

- The service had effective infection control procedures. Caregivers received training and regular audits were undertaken to ensure standards were maintained.
- Caregivers had access to and used protective personal equipment such as disposable gloves and aprons. This meant caregivers and people they supported were protected from potential infection during the delivery of personal care.

Learning lessons when things go wrong

- Systems were in place to record and review accidents and incidents. We saw evidence any accidents and incidents were investigated and actions put in place to minimise future occurrences. Lessons learned were shared with caregivers to improve the service and reduce the risk of similar incidents.

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

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 managers completed assessments which were comprehensive to ensure people's needs could be met. Expected outcomes were identified, discussed and agreed. Care managers regularly reviewed people's care and support, in line with legislation and best practice
- Caregivers were matched to people's needs and requests to promote a positive working relationship between each other. One person said, "They provided a caregiver with the same interests as [relative]. This has made a big impact on [relative]. Their face lights up when the caregiver arrives and they immediately engage in conversation. The caregiver always shows genuine interest in what [relative] has to say."

Staff support: induction, training, skills and experience

- Caregivers were competent, knowledgeable and carried out their roles effectively. Discussion with caregivers confirmed they had received training that was relevant to their role and enhanced their skills. All new caregivers had received a thorough induction on their appointment to ensure they had the appropriate skills to support people with their care. People told us they felt caregivers were well trained. One person said, "So well trained. You can see them applying their dementia training when they deal with [relative]. It's very impressive."
- Caregivers were well supported in their roles and had regular one to one and group meetings. They spoke highly of the support they received and had access to management when they needed them.

Supporting people to eat and drink enough to maintain a balanced diet

- People's nutritional needs were well managed where required. Care plans confirmed people's dietary needs had been assessed and support and guidance recorded as required. People told us they were happy with the arrangements in place to support their relatives with meal preparation and their dietary needs were met.
- There was a strong emphasis placed upon the importance of eating and drinking. Caregivers had access to healthy food intake information and provided people with support to eat healthy options.
- People were supported to eat food in whatever way they felt able to. Caregivers received training and information on how to vary the way they encouraged a person to eat if they were living with dementia. This included encouraging people to eat finger food and caregivers eating with the person to make it a social event and to help keep them hydrated.

Staff working with other agencies to provide consistent, effective, timely care

- The service worked effectively with healthcare professionals to ensure people's healthcare needs were met. We saw the service worked closely with health care services including GPs, district nurses, speech and language therapists, physio and occupational therapists. This ensured people were able access to

healthcare services in a timely manner.

Supporting people to live healthier lives, access healthcare services and support

- People's healthcare needs were carefully monitored and discussed with the person or family members as part of the care planning process. People were supported to maintain good health and accompanied to health appointments and access healthcare services when required. One person said, "When the caregivers arrived for their visit they found [relative] feeling unwell. They called the GP and then waited for me to arrive before they went onto their next visit. I was so reassured and relieved the caregivers were there. They handled everything very professionally and completely put my mind at rest."
- The service worked in partnership with other health care professionals such as GPs, occupational therapists, falls teams, physiotherapists, dieticians and specialist nurses. This ensured people supported by the service were cared for in a holistic manner and all their needs were taken care of.

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

- 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.

People can only be deprived of their liberty to receive care and treatment with appropriate legal authority. Where people are deprived of their liberty in their own homes applications must be made directly to the Court of Protection.

- Records contained evidence to demonstrate care planning was discussed and agreed with people and their representatives. Consent documentation was in place and signed by the person receiving care or their relatives who had legal status to provide consent on their behalf

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

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

Ensuring people are well treated and supported; respecting equality and diversity

- There was a strong person-centred vision within the service. Caregivers were motivated and committed to making a difference. People were overwhelmingly positive about the service they received and said their caregivers were exceptionally caring. One person said, "I am treated with the upmost respect and dignity by all of them. They do a wonderful job and it's lovely to have them in my home. I cannot praise them high enough and would recommend them to anyone." Another person said, "The Caregivers are completely dedicated. They understand [relatives] needs and tailor them to meet their individuality. [Relative] loves the caregivers. They always consult [relative] and let them make the decisions so they feel in control."
- Feedback about caregivers was very complimentary and demonstrated where caregivers provided a quality service and showed a real empathy for the people they supported. One person said, "[Relative] gets lots of attention and they make them feel alive. So relaxed and happy in their care its lovely to see." A second person said, "They are that good [relative] sees them as friends not their carers. [Relative] is always talking about the girls will be here soon. They are excellent at what they do and I cannot recommend them high enough."
- People told us caregivers were very thoughtful and considerate. They repeatedly told us that sometimes it was the small things and actions that made a difference. One person explained they hadn't wanted strangers in their house but the carers adjusted very well to what they needed. The person said, "I am so glad I accepted help. The caregivers are so compassionate and thoughtful. They are so friendly and kind they have completely changed my life for the better."
- People were helped to feel a valuable member of the community and supported to engage in community events alongside others. One person said, "I wanted [relative] to have a happy old age and they provide that for them very well. Plenty of variety with the outings and [relative] loves it. I cannot tell you the difference this service has made to their life. It has been a god send."

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

- People were actively empowered to take control of their care packages and to lead the lives of their choosing. Care records contained evidence the person supported had been involved with and were at the centre of developing their care plans.
- People were introduced to new caregivers so that they could decide on the caregivers skill sets and compatibility with the person. This enabled the service to meet the unique requirements of the individual. One person said, "Caregivers are introduced gradually. They give an enormous amount of thought into the matching process and it works very well."
- Information was available about local advocacy contacts, should someone wish to utilise this service. An advocate is an independent person, who will support people in making decisions, in order to ensure these

are made in their best interests. This ensured people's interests would be represented and they could access appropriate services outside of the service to act on their behalf.

Respecting and promoting people's privacy, dignity and independence

- People told us caregivers respected their privacy and dignity and consent was sought before caregivers carried out any support tasks. They told us they were always treated with respect and their human rights were respected.
- People's independence was actively promoted giving them greater confidence and boosting self-esteem. They told us how their independence had been promoted by the input of caregivers. One person told us about their relative who had been ill and had become bedridden which they hated. They told us their goal was to get out of bed and back downstairs. They said the caregivers were absolutely amazing. Within six weeks they had the person up and about and back downstairs. The person said, "The caregivers dedication, patience and gentle encouragement was amazing. They have totally changed [relatives] life. The difference in their wellbeing is unbelievable. They are alert and have a sparkle in their eye when the girls visit."
- The relationships between caregivers and people who received support consistently demonstrated a high regard for people's dignity and respect. People overwhelmingly told us caregivers were highly motivated and passionate about the care they provided. They told us about the pride they showed in the ways they had built relationships with people they supported, and their relatives. One person said, "[Relative] hates water but with gentle persuasion and patience they have managed to get them to shower. [Relative] is now very happy, eating well and completely relaxed. They haven't been agitated since the service commenced. I cannot believe the difference this service has made to our lives."

Is the service responsive?

Our findings

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

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

End of life care and support

- The service demonstrated an extremely compassionate awareness and understanding for people being supported at the end of their lives. The registered manager told us the service was committed to ensuring people who received palliative care were in full control of their choices of care. They explained a manager was allocated to support caregivers and the family and was available twenty-four hours a day. The relative of one person told us how invaluable they had found this support. They told us the contact and support they received kept their spirits up when they were struggling to cope.
 - We spoke with the relatives of two people who had been supported with end of life care. They told us end of life care provided had been excellent, very organised, well planned and coordinated. They told us the service provided very high standards of care and they worked well with clinical staff who had commented on the exceptionally high standards of care they witnessed. They told us they had seen caregivers being truly dedicated to providing genuine person-centred, compassionate care right up until the end of their loved one's life.
 - There were many examples of how the service had exceeded people's expectations. One person told us their caregivers were extremely professional, well trained, very caring and treated their relative with great dignity. They told us as their relative's health deteriorated the service increased the package and ensured the same two male carers who were known to them had their hours increased and continued to be their relative's only carers. The person told us the continuity of care had made such a difference to them. The person said, "I cannot thank them enough. All my worries and concerns taken away by an extremely well run, caring, responsive and compassionate service."
- Another person told us their relative was personally known to the service and had been able to handpick every one of their caregivers. The person told us how much this had meant to their relative being cared for by people they knew and loved. The person said, "Outstanding is the only way I can describe it, they all deserve medals. The amount of personal care and attention to detail was outstanding. When your world is falling apart, having someone come in and show that level of compassion. Home instead were there when I needed them. I will be forever grateful to them."
- The service worked closely with healthcare professionals including district nurses and GP's. This ensured appropriate pain management systems were in place and all relevant equipment to support the person to remain comfortable and pain free at end of life.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- There was a strong, visible and person-centred culture that was built on positive relationships with people. Caregivers knew people well and used this knowledge about the individual to involve them, their family, friends and others in their care and support plans, so they felt consulted, listened to and valued. One person said, "We as a family have been involved in planning and reviewing [relatives] care from day one. The

care provided has been centred completely around [relatives] needs and wants. It is working extremely well and is keeping [relative] at home where they want to be."

- The care plans were person centred and individualised documents. They contained detailed information, providing caregivers with clear guidance about people's specific needs and how these were to be best met. People told us they received an exceptionally personalised and responsive service that exceeded their expectations. One person said, "Last year [relative] came to stay with me for a three-month holiday. When they returned home they put the same care package in place with the same group of carers. You cannot believe the relief for [relative] knowing she had her favourite carers waiting for her. It had such a massive impact on her, she was full of smiles and excited when they told us they would do this for her. The level of professionalism to be able to do that and take all the uncertainty away from us as a family. I cannot thank them enough.

- People were empowered to have as much control and independence as possible. Care records we saw highlighted the positive impact this service had on each person. One caregiver told us how they had worked with one person who was challenging and resistant to any care or support. They said the person wasn't eating, bathing and looked neglected. They said they patiently worked with them until they had gained the person's trust. The caregiver said, "The person now showers regularly, has had their hair and beard trimmed and is eating again and putting on weight. The flat is spotless and they are taking pride in their appearance. We now get smiles, the thumbs up and hugs when we arrive. I go home buzzing seeing the difference we have made to their life."

- The registered manager was aware of and complied with the accessible information standard. This ensured people with a disability or sensory loss were given information in a way they could understand. We saw a variety of communication aids such as communication boards and symbols were in use. One person living with dementia had a calendar board which was completed daily by caregivers. This enabled the person to follow the schedule telling them which caregivers were visiting them and at what time. The service supported several people with various eye conditions who had been provided with large print documentation including service agreements and invoices. One person told us the service had introduced their relative to audible systems to listen to newspapers and novels. The person said, "What a massive difference this has made for [Relative]. They love listening to the talking novels."

Improving care quality in response to complaints or concerns

- There were processes in place to ensure all complaints would be dealt with appropriately. The registered manager told us they used issues, complaints or concerns as a positive experience and learning opportunity to improve the service.

- People told us they were happy with the service their family member received and had no reason to complain about anything. Everyone we spoke with said they were very confident if they ever had any concerns these would be dealt with quickly and professionally.

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

Service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

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

- The management team were excellent role models in the provision of high care standards. We found there was a positive leadership style which focussed upon dignity, independence and empowerment for both people supported by the service and caregivers. People were at the heart of the service and this was very clear from the comments we received. One person said, "There isn't another care company that could come close to their standards. I pray to god they will be available if I ever need care."
- Caregivers told us the positive leadership style resulted in high caregiver morale and low caregiver turnover. One caregiver said, "I couldn't think of a better employer. They genuinely care about us and provide an open and positive culture. They are very well organised and that makes our lives' and the people we support so much easier. They never stand still and are thinking about how to improve things for us and the people we support all the time."
- People were supported in a sensitive way. Several comments from people supported by the service and relatives spoke of how caregivers listened to how people wanted to be supported and looked at the best way in providing the care people required.
- The service followed all current and relevant legislation along with best practice guidelines. This was to ensure the diverse needs of everyone who used their service were met. We found the management team had constantly updated themselves regarding current best practice and improved care delivery wherever possible.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility

- There was a well understood, person-centred culture that resulted in people's experience of receiving care consistently exceeding their expectations.
- One person said, "[Relative] went into care which didn't go well and they began to deteriorate quickly. We contacted the service and within 24hrs they had the same care package and caregivers in place. I cannot explain the difference in [relatives] wellbeing when they returned home and saw their caregivers. Within a couple of day's they were unrecognisable from the person who had been so miserable in the care home."
- We saw the management team were passionate about improving people's wellbeing and this was reflected in everything they did. They demonstrated an in-depth knowledge of the needs and the well-being of people they supported and strived to give them the best possible care and support. One person said, "I am so pleased with the leadership and care provided by the service. I cannot praise them high enough, the quality of everything they do is absolutely excellent. They go out of their way to understand the families as well as the client."

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

- The services satisfaction survey of people and their relatives conducted in 2018 identified that the service overwhelmingly met their requirements and they would definitely recommend the service to others. Comments received included, 'The service exceeded my expectations. Managers and caregivers go above and beyond the call of duty to look after [relative]. They are always professional and provide an outstanding service. I could not be happier and feel privileged to have met the staff, And, 'I would like to congratulate you and your team for the excellent service you provide. The caregivers are always efficient and courteous. I wouldn't hesitate to recommend you to anyone looking for a care service.'
- Caregivers told us they could contribute to the way the service was run through team meetings, supervisions and anonymous surveys. They told us they felt consulted and listened to. One caregiver said, "They are genuinely interested in your views and are always open to new ideas for areas of improvement."
- People's wishes were continually respected, and care was re-arranged around people's preferences and requirements. People told us they were encouraged to comment on care plans and feedback to the management team through regular review meetings. People also told us they could simply speak with the caregivers or management team if there was anything they wished to discuss or change.
- The service had grown their networks with other services, partnership agencies and local businesses. They took a proactive and practical approach to involving themselves in local projects and initiatives. This included setting up the Wirral care foundation which organised grants to up to ten small local community groups who were unable to access larger funding streams. They were also actively involved in providing dementia awareness seminars, dementia training and family workshops to support the local community.

Continuous learning and improving care

- There was a strong emphasis on continuously learning new ways of doing things in order to not stand still and to make sure caregivers knew how to meet people's diverse needs. Caregivers had completed in-depth City and Guilds dementia and end of life training to ensure everyone understood how to support people appropriately.
- People consistently provided extremely positive feedback about the high levels of professionalism and care provided by caregivers. One person said, "Our caregivers knowledge and understanding of dementia care is exceptional. They are compassionate and always treat [relative] with dignity and respect. They make sure they have [relatives] attention before commencing their support and demonstrate excellent listening and communication skills. I am very impressed with their care."
- The service sought to ensure people experienced the best possible outcomes following best practice guidelines and consultation. The views and experiences of people were at the core of service development. There was a tangible desire to continuously drive standards in people's care. The provider held regular reviews of care to highlight where the service could focus to make a difference and make real improvement to someone's well-being.
- Following one review one person living with dementia was identified as being at risk of hospitalisation. The person had stopped eating, drinking and suffered weight loss and frailty. Following intervention from a care manager, a GP referral was made to a dietitian. A regime of liquid meal replacements, vitamin supplements and high calorie snacks ensured the persons weight stabilised. The person no longer suffers falls and continues to be supported in their own home where they wish to remain.

Working in partnership with others

- The service worked in partnership with other organisations to make sure they followed current practice, providing a quality service and the people in their care were safe. We saw the service had liaised with health care professionals and specialist teams to ensure timely referrals were made and where necessary additional support had been sought. This ensured a multi-disciplinary approach had been taken to support

care provision for people in their care.

- A health professional told us the service worked exceptionally well with them to ensure people's needs were met. They told us the services management were professional and efficient and really quick to respond if they contacted them.