

Healthcare Headhunters Limited

Lastminute Care & Nursing

Inspection report

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23 September 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?

Good ●

Summary of findings

Overall summary

About the service

Lastminute Care and Nursing is a domiciliary care service providing personal care to 52 people at the time of the inspection. The level of support people needed ranged from short visits to 24-hour support either within private homes or supported living services. 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.

The support living services provided care and support to people who had a learning disability and/or autism and had been designed taking into account best practice guidance and the principles and values underpinning Registering the Right Support. People shared communal facilities within the properties such as bathrooms, kitchens and living areas and the houses were situated in residential areas with access to regular public transport links, shops and leisure facilities. This meant people were supported to maximise their independence, choice, control and involvement in the community.

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

Staff were recruited safely; however some details were not easily accessible. The provider took steps to address this and improve the systems for storing recruitment records.

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.

At this inspection, we were unable to fully assess whether the service was applying the principles and values of Registering the Right Support and other best practice guidance. This is because we completed a focused inspection which meant we didn't inspect every aspect of a person's care and support. These principles ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence. We found however, that people were offered choice, encouraged to be as independent as possible and led active lives. We were also consistently informed by relatives that people receiving support were happy and had developed positive relationships with their staff teams.

Medicines were managed safely, and systems were in place to manage risks to people's health and wellbeing. This included any risks relating to the current Covid-19 pandemic. Staff had access to and wore the correct personal protective equipment (PPE) and the risks to people who experienced difficulty in their staff wearing PPE such as facemasks had been considered in support plans.

The service was well-led. There had been several management changes in recent months however the provider had maintained a good level of oversight during this period. There was a clear vision in place for the service moving forward. Where issues had been raised, the provider demonstrated a clear commitment

to resolving these and a willingness to listen to the views of others.

Staff felt well supported by an open and honest culture. The provider also worked with other professionals and organisations to ensure positive outcomes were achieved for people.

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

Rating at last inspection

This service was registered with us on 05 July 2019 and this is the first inspection.

Why we inspected

The inspection was prompted in part due to concerns received about the number of management changes within the service since its registration. A decision was made for us to inspect and examine those risks. We undertook a focused inspection to review the key questions of safe and well-led only. We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

We found no evidence during this inspection that people were at risk of harm. Please see safe and well led sections of this full report.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Lastminute Care & Nursing

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. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

This inspection was carried out by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats and specialist housing.

This service provides care and support to people living in a small number of 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service did not have a manager registered with the Care Quality Commission. The provider had recently made a decision to become the registered manager and reasonable steps to advance this application had been taken. This means that the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave a short period notice of the inspection. This was because we have made some changes in how we inspect services during the Covid-19 pandemic and wanted to gather information and speak to as many people as possible before we visited the office to review records. Inspection activity started on 21 September 2020 and ended on 02 October 2020. We visited the office location on 23 September 2020.

What we did before the inspection

We reviewed information we had received about the service since its registration. We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with four people who used the service and five relatives about their experience of the care provided. We spoke with ten members of staff including the provider, senior care workers and care workers.

We reviewed a range of records. This included thirteen people's care records and five medication records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with two professionals who regularly visit the service.

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.

Staffing and recruitment

- Staff were recruited safely, and all necessary checks were completed before starting work with Lastminute Care and Nursing. During the inspection, we did find some of the information was not easily accessible. We raised this with the provider who supplied satisfactory evidence of safe recruitment following the site visit.
- People told us there were enough staff to meet their needs and that staff were reliable. People who used the service said, "[Staff] always stay as long as I need them," and, "[Staff] will let me know if they are going to be late." People also spoke positively about the caring nature of staff and made comment such as, "They are lovely, everyone one of them" and, "Can't do enough for me."

Systems and processes to safeguard people from the risk of abuse

- People told us, "[Staff] make me feel safe and comfortable," and "[staff] watch out for me to make sure I don't fall."
- Relatives also felt their loved ones were kept safe. One relative said, "As things go [name] seems really well cared for there. The staff are lovely that I have met and seem to get on well with [name]. [Name] seems happy and comfortable."
- Staff had completed safeguarding training and were aware of how to raise concerns. Referrals had been made appropriately to the local safeguarding team. One professional described how managers had, dealt with safeguarding's and been proactive in following them through and making changes in response.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People's needs were appropriately assessed; care plans had been developed to minimise any risk to people's health and wellbeing.
- Staff confirmed they had access to risk assessments and care plans via an electronic system. One staff member told us, "If it is updated then we get an alert. [The system] is really easy to use."
- Staff had access to additional support via an on-call system and people receiving care confirmed they had been provided with emergency key contacts should they need this.
- There was a system in place to monitor accidents and incidents and these were reviewed on a regular basis by the provider.
- Staff demonstrated that they understood how to respond to, record and report incidents and accidents safely.

Using medicines safely

- Medicines were managed safely; and people received their medicines as prescribed. Medicine support plans contained information to inform staff how people liked their medicines to be presented.

- Medicines were only administered by staff who had the correct training to do so.
- There were clear 'as required' medicine protocols. This meant staff had sufficient guidance to follow; and administration had to be authorised by managers.

Preventing and controlling infection

- Systems were in place to protect people from the risk of infection. Staff used personal protective equipment (PPE) such as gloves and aprons when providing personal care. People we spoke with confirmed this was the case and we were told, "[Staff] wear masks and everything when they come in and have aprons and the gloves."
- During the Covid-19 pandemic, the provider had risk assessed the needs of staff members who may be at particular risk of illness due to their ethnicity and/or underlying health issues.
- Staff confirmed they had completed training in preventing and controlling infection and that adequate stocks of PPE were readily available.

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

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- There was a clear governance framework underpinning the service. Policies and procedures were in place to guide staff in their work. Audits and other checks completed by managers and care-co-ordinators were effective in identifying and driving improvements.
- The provider understood their responsibility for notifying the Care Quality Commission of events that occurred within the service.
- We considered the impact of the number of management changes since the service was registered. Following input from an external consultant, actions had been taken to strengthen the quality of service delivery. The provider had defined a clearer management structure and had appointed people into key positions. To support this change, actions plans were in place which were reviewed by the management team, led by the provider, on a regular basis.
- The provider planned to have more of a 'hands on' approach to the business and had completed an application with the Care Quality Commission to become the registered manager. This application had been made in a reasonable timeframe and the provider had maintained adequate oversight throughout this period.

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

- The majority of feedback we received from people was positive. We were told, "[We] wouldn't change anything about [name's] care," "I am very happy with everything," and "[staff] always do more than I expect, never had any issues."
- A small number of relatives felt care could be improved. These matters were raised with the provider during the inspection. We received confirmation one issue had been fully addressed by the provider whilst the other matters would be fully investigated and feedback given to those it concerned. This assured us the provider understood their responsibilities around duty of candour.
- Staff told us they welcomed the recent management changes and felt communication had improved and that the service was 'more organised'. Staff also spoke positively of working at Lastminute Care and Nursing and comments included, "There is a nice atmosphere," "It is a nice place to work and you do get support and recognition," and "I have recommended working here to a friend of mine."
- During the inspection the provider and staff were open, honest and committed to delivering high quality care to people. Staff also spoke with pride about their role and described their job as, "rewarding". One staff

member described the best part of their job as being , "The clients you work with, you're changing their life at the end of the day."

Working in partnership with others; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The staff team worked in partnership with external professionals to ensure good outcomes were achieved for people. Feedback from professionals about the care and support people received was positive. Assessments completed prior to receiving a service were detailed and thorough.
- Staff felt engaged and valued. Staff confirmed they received support and regular team meetings took place. These were an opportunity for staff to share their views and concerns. Staff confirmed changes occurred as a result of their feedback. Staff also told us they were kept up to date with changes through an internal social media platform.
- The provider had sought feedback from people receiving a service through questionnaires. People confirmed that Lastminute Care and Nursing was proactive and accommodating if they wanted to make any changes to their support.