

Super Healthcare Ltd

Superhealthcare

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

Superhealthcare is a domiciliary care service providing the regulated activity of personal care to people. The service provides support to people in their own home. At the time of our inspection there were 3 people using the service.

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

People told us they were safe and there were no concerns about their safety. Suitable arrangements were in place to protect people from abuse and avoidable harm. Staff understood how to raise concerns and knew what to do to safeguard people. Enough numbers of staff were available to support people safely and since our last inspection to the service, an electronic call monitoring system had been introduced. Risks to people's safety and wellbeing were assessed and recorded. Appropriate arrangements were in place to ensure people received their medication, records were maintained to a good standard and staff appropriately trained. People were protected by the service's prevention and control of infection arrangements.

Suitable arrangements were in place to ensure staff were trained. Staff felt valued and supported by the management team. People were supported with their dietary requirement needs. The service ensured they worked collaboratively with others and people were supported to access healthcare services when needed. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service support this practice.

People and their relatives confirmed they and their family member were treated with care, kindness, respect, and dignity. People were consistently reassuring about staffs caring attitude, confirming there were positive interactions with staff. People told us the service was well managed. Quality assurance arrangements enabled the provider and registered manager to monitor the quality of the service provided and staff performance.

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

Rating at last inspection and update

The last rating for this service was Requires Improvement [Published June 2023].

The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

This service has been in Special Measures since 4 June 2021. During this inspection the provider demonstrated that improvements have been made. The service is no longer rated as inadequate overall or in any of the key questions. Therefore, this service is no longer in Special Measures.

Why we inspected

We carried out an announced comprehensive inspection of this service in April 2023. Breaches of legal requirements were found relating to the provider's governance arrangements and recruitment practices and procedures.

The provider completed an action plan after the last inspection to show what they would do and by when to improve their medicines management and governance and quality assurance arrangements.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions of Safe, Effective and Well-led which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from Requires Improvement to Good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Superhealthcare on our website at www.cqc.org.uk.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our safe findings below.

Superhealthcare

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 Health and Social Care Act 2008.

Inspection team

The inspection was completed by 1 inspector.

Service and service type

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

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. The registered manager was also the provider.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider who is also the registered manager would be in the office to support the inspection.

Inspection activity started on 8 August 2023 and ended on 10 August 2023. We visited the location's office on 8 August 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. 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 used all this information to plan our inspection.

During the inspection

We contacted 1 person who uses the service and 2 people's relatives to establish their experience of the care and support provided by the domiciliary care service. We spoke with 1 person who uses the service, 2 people's relative and 2 members of support staff and the registered manager. We reviewed a range of records. This included 3 people's care records and 1 person's medication records. We reviewed the service's staff training plan and staff supervision practices. A variety of records relating to the registered provider's governance, quality assurance and management of the service were also viewed.

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 we rated this key question Requires Improvement. At this inspection the rating has changed to Good. This meant people were safe and protected from avoidable harm.

At our last inspection to the service in April 2023, the provider's recruitment practices were not safe. This demonstrated a continued breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider no longer remained in breach of this regulation.

Staffing and recruitment

- People and relatives told us there were enough staff available to provide care and support as detailed within their family members support plan.
- People were primarily supported by the same staff to ensure continuity of care, and to enable a culture of trust and understanding to be established. A person using the service told us, "I am over the moon with the care and support I receive. I cannot speak more highly of the staff. If I could, I would sing from the treetops about this company." One relative told us, "The care provided by staff is excellent. This is the best company we've had, and the carers are brilliant." Staff confirmed they predominately worked with the same people. Another relative told us, "[Family member] is supported really well, I am very happy with Superhealthcare."
- Since our last inspection to the service in April 2023, the provider had introduced an electronic call monitoring system to plan staff allocations and to monitor missed and late calls. Data viewed showed there had been no missed or late calls and staff stayed for the allocated time as detailed within people's support plan. Relatives confirmed this was accurate and verified their family member had not experienced any missed or late calls. If staff were running late, the person using the service and/or relative was notified.
- No staff had been recruited since our last inspection to the service in April 2023. However, staff files were better organised and had been audited to ensure all records as required by regulation were in place.

Systems and processes to safeguard people from the risk of abuse

- People and relatives told us they had no concerns about their family members safety or wellbeing when staff visited them. One person told us, "I feel 100% safe when staff visit." One relative told us, "[Family member] is absolutely safe, I have no concerns about their safety."
- Staff had received appropriate safeguarding training. Staff understood what to do to make sure people were protected from harm or abuse. Staff confirmed they would escalate concerns to the registered manager and external agencies, such as the Local Authority, Care Quality Commission and/or police.
- The registered manager was aware of their role and responsibilities to safeguard people from harm and abuse. Staff stated they were confident concerns escalated to the registered manager would be taken seriously and addressed.

Assessing risk, safety monitoring and management

- Risks to people were assessed and managed to enable people to live in their own homes safely. These

primarily related to people's moving and handling and medication needs. The registered manager should consider assessing people's environmental risks.

- Staff were aware of people's individual risks and how to help keep them safe whilst reducing any restrictions on people's freedom. For example, staff were able to tell us how people's medical conditions impacted on their health, wellbeing and safety.
- Key safe arrangements were in place as a means of providing access for staff to enter the person's home and to keep individual's safe. Care was taken to ensure the key safe and code numbers were only available for those authorised to enter the person's home.

Using medicines safely

- The provider had suitable arrangements in place to administer people's medicines safely and in line with the prescriber's instructions.
- People's care plans contained information about the level of support required to manage their medicines. For example, if staff were to administer medicines or if these were managed by the person using the service or those acting on their behalf.
- Suitable arrangements were in place to ensure staff who administered medication were trained and had their competency assessed.
- The registered manager completed regular medicine audits to ensure the services arrangements were being managed appropriately. No areas assessed required corrective actions to be completed.

Preventing and controlling infection

- People were protected from the risk of infection.
- Staff were provided with appropriate infection, prevention and control training and supplied with suitable Personal Protective Equipment [PPE]. For example, face masks, aprons and gloves when providing care to people in their own homes. Staff confirmed there were adequate supplies of PPE available.
- Staff understood their responsibilities relating to food safety and had received relevant food hygiene training.

Learning lessons when things go wrong

- The registered manager told us any feedback or improvements needed were shared with staff using formal staff supervision and team meeting arrangements.
- Staff demonstrated an understanding of their responsibilities to raise concerns and report incidents to the registered manager to ensure lessons were learned and improvements made.

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 we rated this key question Requires Improvement. At this inspection the rating has changed to Good. This meant 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

- People had their needs assessed in relation to their physical, mental, emotional, and spiritual care and wellbeing. This was to ensure their care and support needs were delivered in line with legislation and nationally recognised evidence-based guidance. Appropriate steps had been undertaken by the service, to ensure where appropriate, people were supported to have their varied and diverse needs met.

Staff support: induction, training, skills and experience

- Staff had received mandatory and specialist training in line with the organisation's expectations. Information demonstrated staff effectively applied their learning to ensure good outcomes for people using the service.
- Staff spoken with told us they felt valued and supported by the registered manager and care coordinator. Comments from staff included, "I definitely feel supported [Name of registered manager]" and, "I feel supported by the management team. I have asked to undertake further formal qualifications and I know the registered manager will support this."
- Information available showed staff received formal supervision and spot visits. The latter is where a representative of the organisation can observe the member of staff as they go about their duties and check they are meeting the organisation's standards and expectations. Since our last inspection to the service in April 2023, staff had received an appraisal of their overall performance.

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

- Staff supported people as needed with the provision of meals, snacks, and drinks to ensure their nutritional and hydration needs were met. Where support was provided by staff, people were empowered to make meal and drink choices and involved to help plan their meals each day.
- Information recorded demonstrated people received sufficient food and drinks to meet their needs.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff worked well with other organisations to ensure they delivered joined-up care and support. For example, the domiciliary care service worked with occupational therapists, GP surgeries, pharmacies, and District Nurse services.
- People's healthcare needs were met, and they received appropriate support from staff. If staff were concerned about a person's health and wellbeing, they relayed these concerns to the domiciliary care office for escalation and action.

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 MCA 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 when this is in their best interests and legally authorised under the MCA.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- People's capacity to make decisions were assessed and these were individual to the person.
- Staff demonstrated an understanding and knowledge of the key requirements of the MCA and how this related to the people they supported. For example, enabling and supporting people to make day to day choices relating to meals, clothing, and household tasks to be completed.

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.

At our last inspection we rated this key question Inadequate. At this inspection the rating has changed to Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

At our last inspection to the service in April 2023, governance arrangements were not robust and effectively managed. This demonstrated a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider no longer remained in breach of this regulation.

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

- The registered manager had processes in place to monitor the quality and safety of the service. This information was used to help them to drive improvement, including the monitoring of potential trends and lessons learned. These included monthly audits to review key areas, for example, staff recruitment files, people's care plans and medication.
- There was a positive culture at the domiciliary care service that was person centred. Daily care logs recorded the care and support provided by staff was kind, caring, respectful and individualised to meet peoples' needs.
- This inspection demonstrated improvements made at the last inspection were being sustained, improved, and built upon to achieve compliance with regulatory requirements. Improvements were needed to make sure completed audits were less generalised and more focused on individuals who used the service and staff.
- Relatives were complimentary regarding how the domiciliary care service was managed and led. A relative told us, "I think the service is managed well." The relative told us a review of their family member's care had been undertaken by the registered manager. The relative told us they were impressed as there was a focus on continuing to make improvements within the domiciliary care service. Another relative told us, "Staff are very kind and go the extra mile. The relationship between staff and [family member] is very positive."
- Staff told us there was good teamwork and they were supportive of one another. Staff felt able to contact the domiciliary care service office at any time and stated communication with the registered manager and care coordinator was positive.

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 registered manager understood the duty of candour and their responsibility to be open and honest about any incident which caused or placed people at risk of harm or where concerns were raised. A relative told us if they had any concerns about the care and support for their family member, they felt assured these would be taken seriously and addressed by the registered manager.

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

- Staff were positive about working at the service and told us they were supported by the registered manager. Staff told us, "[Name of registered manager] is very good and has worked really hard to put things right."
- Staff understood their role and responsibilities. They were aware of the procedures and policies they needed to follow and what information they needed to share with the service to ensure people's safety and wellbeing.
- Since our last inspection in April 2023, the registered manager had employed the services of an external consultancy service. A review of the service was conducted on 3 August 2023 and a report completed. The registered manager confirmed an advert had recently been placed with an employment agency for a manager.

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

- Effective arrangements were in place for gathering people's views of the service they received and those of people acting on their behalf. Positive comments were recorded and included, 'The care is outstanding' and, '[Name of person using the service] has been happy with Superhealthcare from day one. It is the little extras. Before carers go, carers have a prayer with [family member], that goes a long way with them.'
- Staff had been given the opportunity to complete a satisfaction questionnaire about what it was like to work at Superhealthcare. All comments recorded were positive and included, 'I am very happy with everything', 'I love my work' and, 'It is a great company.'
- Relatives told us communication with the domiciliary care service was good.
- Staff meetings were held to give the registered manager and staff the opportunity to express their views and opinions on the day-to-day running of the service. Minutes of the meetings included discussions relating to the findings from our inspections.

Working in partnership with others

- Information demonstrated the service worked closely with others, for example, the Local Authority, healthcare professionals and services to support care provision. For example, the registered manager had recently attended the local care provider forum and received the latest 'Adult Social Care Provider Update' newsletter.