

Yourcare24 Ltd

Yourcare24

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Yourcare 24 is a domiciliary care agency providing personal care to people living in their own homes. At the time of our inspection there were 254 people using the service.

People's experience of the service and what we found:

The provider had systems in place to safeguard people from the risk of abuse. Staff understood their responsibilities and told us they would report any concerns to the management team immediately.

Risks associated with people's care were identified and managed safely. People told us they received their medicines as prescribed.

The providers recruitment system was robust and ensured suitable staff were employed. People and their relatives told us staff arrived at the expected time and stayed at the call for the allotted time.

Accidents and incidents were recorded, action was taken to mitigate future incidents.

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.

Staff told us they received appropriate training which gave them the skills to carry out their role.

People, and relatives were complimentary about the service they received, commenting that the management team were approachable, and the carers were kind and considerate. Professionals praised the service for their commitment to providing person centred care.

Care plans were person centred and offered staff guidance about how to support people. Staff told us they were keen to ensure care was delivered in line with people's preferences.

The management team had an effective system in place to monitor the quality of the service. The registered manager was responsive to comments and feedback and used this to develop the service.

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

Rating at last inspection

The last rating for this service was good, (published 31 October 2018).

Why we inspected

We undertook a focused inspection to review the key questions of safe and well-led only. For those key

questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Yourcare24 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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p>Good ●</p>

Yourcare24

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.

Inspection team

The inspection team consisted of 1 inspector and 2 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

The inspection was announced. We gave the service 48 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.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 6 people who used the service and 21 relatives about their experience of the care provided. We spoke with 8 members of staff including the registered manager, and care workers.

We reviewed a range of records. This included 10 people's care records and medicine records. We also reviewed a variety of records relating to the management of the service.

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.

Inspection activity using remote technology commenced on the 5 December 2023 and ended on the 15 December 2023.

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 good. At this inspection the rating has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- People were safeguarded from abuse and avoidable harm.
- Staff received training which gave them the skills to recognise, report and record concerns. Staff were confident the provider would take appropriate actions to keep people safe.

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks.
- Risk assessments in place clearly detailed the support people required to safely manage risks without restrictions being placed on their freedoms.
- People and relatives told us staff responded to changing needs to minimise risks. One relative said, "When [relative] got frailer, Yourcare arranged a welfare check at 7am for 10 minutes just to check she was ok and to sit and chat with her if she was anxious at all." One person said, "The whole organisation has got me out of hospital and recovering fast, with enough monitoring to make sure I was safe. I wouldn't be in this position without them. They [staff] are fantastic."

Staffing and recruitment

- The provider ensured there were sufficient numbers of suitable staff.
- The provider had an effective call monitoring system in place to ensure calls were carried out in a timely way.
- People told us staff arrived on time and stayed for their allocated time. One person said, "We haven't had any missed calls but if they [staff] are late, they do explain when they arrive, or sometimes they or the office call to tell us." Another person said, "The office staff have been able to accommodate the reduction in visits very well and I would say have adapted well to my changing needs."
- The provider operated safe recruitment processes.

Using medicines safely

- People were supported to receive their medicines safely. Care plans detailed how people liked to receive their medicines.
- People receiving medicines, had a medication administration record [MAR] in place to record what medicines were given and when.
- People and relatives told us they received their medicine on time. One relative said, "They [staff] do administer [relatives] medicines and they will even pick up new supplies from the pharmacy on their way to [relatives] house if needed."

Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- People told us staff wore gloves and aprons when appropriate.

Learning lessons when things go wrong

- The provider learned lessons when things had gone wrong.
- The registered manager had a system in place to ensure accidents and incidents were recorded and action taken to mitigate future incidents.

Is consent to care and treatment always sought in line with legislation 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.

- The registered manager and staff were knowledgeable about MCA and DoLS and where people lacked capacity, decisions were made in their best interests.
- Where required, people were being supported in line with MCA.

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

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

- There was a positive and open culture at the service.
- The provider had systems to provide person-centred care that achieved good outcomes for people. One person said, "I feel really lucky we have Yourcare coming in. They have been really good, they have supported us."
- Staff were knowledgeable about person centred care and were dedicated in ensuring people received support when and how they wanted it.
- People and relatives were happy with the support they received from the service. One person said, "Full credit to the carers. They are all absolutely lovely. Well trained, and respectful." A relative said, "They [provider] have given me access to their [electronic care planning system] and I have to say, I have found it very comforting to see what is going on, wherever I am. Definitely peace of mind."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 provider had a clear management structure that monitored the quality of care to drive improvements in service delivery.
- The provider had created a learning culture at the service which improved the care people received.
- Systems were in place to monitor and review the service to ensure the quality of care and support was in line with the providers expectations.
- Spot checks were carried out to ensure staff were following care plans and carrying out their role in line with the training they had received. Staff were given feedback to identify what they were doing well and how they could develop.
- The provider understood their responsibilities under the duty of candour.

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

- People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics.
- Views and opinions were sought from people, relatives, staff and other stakeholders. Feedback was used to develop the service.

Working in partnership with others

- The provider worked in partnership with others.
- Professionals we spoke with held the provider in high regard. One professional said, "All staff listen carefully and appreciate my suggestions. They will ask for clarification if they are unsure. Managers always make sure they understand what is being said and are happy for me to confirm it via email too." Another professional said, "Interactions I have seen have been respectful, positive and kind, our patients always compliment carers to us." Another said, "The provider is always on board with changes and fully implements plans in line with people's assessed needs. They are particularly good at recognising change and working with him to achieve a good care package for people."