

Night and Day Care Limited

Night and Day Care

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 caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

This inspection took place on 04 November 2015. The inspection was announced. We gave the provider 48 hours' notice because the location provides a domiciliary care service and we needed to be sure the provider was available to assist with the inspection.

The last inspection of the service was in August 2013 when we found the provider was compliant with all of the outcomes we checked.

Night and Day Care provides care and support to people living in their own homes. When we inspected, the service was supporting 36, mainly older, people.

There is a registered manager for the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The provider assessed risks to people using the service and took action to mitigate these. The provider carried out checks before care workers started to work with people using the service. When people needed support with their medicines, care workers provided this safely.

Care workers received the training they needed to work with people using the service. The registered manager was aware of their responsibilities under the Act and ensured all care workers completed appropriate training. People's care records included assessments of their healthcare needs and details of how care workers would ensure they met these.

People using the service and their relatives commented very positively about the care they received and told us their care workers were kind, respectful and caring. Care workers treated people with dignity and respect.

People using the service told us they received care and support that was personalised to their needs. People using the service and their relatives told us they did not have any complaints about the care and support they received.

People using the service, their relatives and staff working for the service were very complimentary about the manager and the service. The provider kept information about people using the service confidential. The provider had systems to assess and monitor the quality of 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?

Good ●

The service was safe.

The provider assessed risks to people using the service and took action to mitigate these.

The provider carried out checks before care workers started to work with people using the service.

When people needed support with their medicines, care workers provided this safely.

Is the service effective?

Good ●

The service was effective.

Care workers received the training they needed to work with people using the service.

The registered manager was aware of their responsibilities under the Act and ensured all care workers completed appropriate training.

People's care records included assessments of their healthcare needs and details of how care workers would ensure they met these.

Is the service caring?

Good ●

The service was caring.

People using the service and their relatives commented very positively about the care they received and told us their care workers were kind, respectful and caring.

Care workers treated people with dignity and respect.

Is the service responsive?

Good ●

The service was responsive.

People using the service told us they received care and support

that was personalised to their needs.

People using the service and their relatives told us they did not have any complaints about the care and support they received.

Is the service well-led?

The service was well led.

People using the service, their relatives and staff working for the service were very complimentary about the manager and the service.

The provider kept information about people using the service confidential.

The provider had systems to assess and monitor the quality of the service.

Good ●

Night and Day Care

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 04 November 2015. The inspection was announced. We gave the provider 48 hours' notice because the location provides a domiciliary care service and we needed to be sure the provider was available to assist with the inspection.

The inspection team consisted of one inspector.

Before the inspection, we looked at the information we held about the service. This included the last inspection report and notifications of significant events the provider sent to the Care Quality Commission (CQC). We asked the provider to complete a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We also contacted the local authority's safeguarding adults and contracts monitoring teams.

During the inspection, we looked at the care records for five people using the service and recruitment records for three care workers. We also looked at other records, including audits carried out by the registered manager, staff training and supervision records.

Following the inspection, we spoke with seven people using the service or their relatives and received comments from nine care workers.

Is the service safe?

Our findings

People using the service and their relatives told us they felt safe using the service. One person said, "I feel perfectly safe at all times, thank you." A second person told us, "There's never anything for my family to worry about, they know I'm safe with my carers." A relative also told us, "I never worry about leaving my [relative] with them."

A care worker told us, "This would be a safe guarding issue. I would find out as much information as possible, document the information. Inform my manager. Escalate a safe guarding alert to the local authority's safe guarding team and where appropriate the police." A second care worker said, "If I thought a client was being abused, I would not show I was shocked, I would listen carefully to the client, tell them they had done the right thing and inform my manager of the situation." A third care worker commented, "I would inform the client of the safeguarding procedures and inform my manager of the situation. Obviously if I suspected the client to be in immediate danger, I would contact the police."

The provider had a policy and procedures for safeguarding people using the service and they had reviewed these in January 2014. The provider also had copies of the local authority's safeguarding procedures and pan-London guidance on keeping people safe. The local authority safeguarding team told us they had no concerns about the service. Records showed the provider had referred possible safeguarding concerns to the local authority appropriately and they had cooperated with any investigation. The provider had also ensured they notified the Care Quality Commission (CQC) of any safeguarding issues.

Records showed care workers had completed training in safeguarding adults as part of their induction and the provider arranged for care workers to attend training provided by the local authority. Care workers told us

Care records included assessments of potential risks to people using the service and care workers. These were personalised and showed if people were at risk from certain activities, such as care workers supporting them to mobilise and potential risks in the person's home. The assessments included information about how care workers should manage risks and support people in the safest way. The providers had updated and reviewed the risk assessments as people's needs changed. For example, one person's mobility had deteriorated and the provider had updated risk assessments to reflect the use of new equipment in the person's home.

There were enough care workers to provide people with the care and support they needed. The registered manager told us most people using the service needed support from one care worker on each visit but the service deployed teams of two care workers to care for a small number of people who needed this level of support. People and their relatives told us the service always provided the number of carers they needed, in line with their care plan. One person told us, "We usually have the same carer but if there is any change, the office always lets us know." A second person said, "The carer always arrives on time and they know what support I need."

The providers had systems in place to make sure care workers were suitable to work with people using the service. Staff recruitment files included application forms, references, proof of identity and checks with the Disclosure and Barring Service.

Where people needed support with their medicines, care workers provided this safely. Care records showed some people using the service needed support with their medicines. The provider followed the local authority's assessment of the level of support people needed and recorded this in people's daily care notes or on Medication Administration Record (MAR) charts. The registered manager told us they trained care workers to support people with their medicines and the training records confirmed this.

Is the service effective?

Our findings

People using the service and their relatives told us they received the care and support they needed. People's comments included, "We're very happy with the service. The carers are very good, always on time and they do everything I need" and, "It's an amazing service, they go above and beyond."

Care workers received the training they needed to work with people using the service. Training records showed all care workers had completed the provider's induction programme and had shadowed more experienced carers before working on their own with people using the service. The records also showed all care workers had completed training the provider considered mandatory, including safeguarding adults, food hygiene, moving and handling, infection control and medicines management. The registered manager showed us their new training system that met the requirements of the new Care Certificate.

Care workers told us they found the training helpful. Their comments included, "I get a beneficial amount of training, both on the job and off the job through participating in courses, shadowing other carers and educational DVD's," "I believe I get the training I need. I have been on numerous training courses while working for Night and Day Care and there is always on-going training and support" and "I have recently completed Mental Capacity Act training. Last month I did first aid and also safeguarding. Earlier in the year I did food hygiene and infection control. All of the training has been very relevant."

The provider had a policy on staff supervision and appraisal and staff records showed care workers met with the registered manager to discuss their work with people using the service, their training and development needs. All of the care worker files we reviewed included a record of at least one supervision meeting in the last 6 months. The registered manager also told us she saw each care worker regularly and this enabled her to meet with individual care workers or small groups to discuss any issues or changes.

Care workers told us they could meet with the registered manager at any time if they needed advice or support. One care worker said, "I have worked with other care agencies and none has provided me with as much support and guidance whilst doing my job. My manager is approachable and always does her best to ensure you are working in a safe and comfortable environment with the correct training and support to do so." A second care worker told us, "I have supervision every three months but if I need to report changes or have any worries I can make arrangements to have a meeting."

The Care Quality Commission is responsible for ensuring providers comply with the requirements of the Mental Capacity Act 2005. The registered manager was aware of their responsibilities under the Act and ensured all care workers completed appropriate training. The service asked people for their consent and agreement before care workers cared for or supported them and the registered manager told us they had reviewed and updated this procedure in October 2015. People and their relatives told us their care workers always explained the care and support they gave. One person said, "My carers always tell me what they're doing and ask if that's alright with me." Another person's relative told us, "They always explain what they're doing and they understand my [relative] needs that reassurance."

Where people's care needs assessments and support plans included support to eat and drink, the daily care notes completed by care workers indicated they gave this support. The care records we checked included information about people's preferences about the food they ate and the times they had their meals. The daily care notes showed care workers respected these choices. A relative told us, "The carers prepare drinks and snacks and my [relative] always says they do it very well."

People's care records included assessments of their healthcare needs and details of how care workers would ensure they met these. In most cases, people met their own healthcare needs, with support from their relatives.

Is the service caring?

Our findings

People using the service and their relatives commented very positively about the care they received and told us their care workers were kind, respectful and caring. Their comments included, "The carers are the best, they are brilliant," "The carers are more like friends" and "They are great. The carers are very in tune with my [relative's] needs."

People told us their care workers knew them well, including their life histories and their preferences for care. One person told us, "The carers know all about me and what I prefer. It's lovely when we have a chat and it's not all about my problems." A relative told us, "I think the carers know my [relative] better than I do!" A second relative said, "The carers are like part of the family, they know us all so well and they really care."

The registered manager made sure people were happy with the care workers that supported them. People told us they were introduced to new care workers, who often worked alongside care workers the person knew, before working alone. One person said, "They always make sure they introduce new carers before they start helping me." Care workers told us, "I learn what a new client needs by meeting with my manager and being told background information on the client and a care plan for the client. This would also be shadowing a co-worker who has worked with the client so you understand their needs and can see exactly what they do" and "With a new client we always get to meet them first and get shadowing so we will know what their needs are." One relative did tell us, "I did speak with [the registered manager] early on about a problem we had with a carer and she was changed straight away."

People received consistent care and support from care workers who understood their needs. Most people told us they usually had the same regular care workers at the same times each day. People also told us their care workers knew what help they needed and always stayed the right amount of time on each visit. People's comments included, "I trust them completely, they are always on time, never late," "We always have the same carer and she is excellent, always on time" and "They are almost always on time but they always tell you if there's any change or delay, they are excellent."

Care workers treated people with dignity and respect. The provider reviewed their handbook for care workers in November 2015. The handbook included guidance for care workers on equality and diversity and on treating people with respect. Care workers told us their induction training had included sessions on treating people with dignity and respect and said they had found this helpful. One care worker said, "We must always remember we're in people's homes. It's very important that we treat people with respect." A second care worker said, "I would always treat people the way I would like a member of my own family to be treated."

The registered manager told us all care workers had completed training to become Dementia Friends and Dignity Champions and training records confirmed this.

Is the service responsive?

Our findings

People using the service told us they received care and support that was personalised to their needs. Their comments included, "The carers know exactly what help I need. If the carer goes on holiday or changes for some reason [the registered manager] makes sure the new carer knows what help I need" and "I've got a care plan and the carers always follow it. I not only get the help I need but they will do extra if I ask."

Care workers told us they had up to date information about the care needs of people they cared for and supported. Their comments included, "With a new client we always get to meet them first and get shadowing so we will know what their needs are" and "There is information regarding clients' care needs in the personal care plan provided to each client. This is kept in a folder at the client's house. I'm also introduced to new clients by the manager or one of the client's regular carers and we sit down together with the client and discuss their needs."

The registered manager told us they used the local authority's support plan and care needs assessment to develop a care plan for people where social services funded their care. They also told us they discussed and assessed people's care needs with them if they were paying for their own care so they could develop a care plan tailored to their individual needs. The registered manager told us they would then review each person's care plan at least annually or more frequently, if their needs changed. The provider had reviewed all of the care records we saw during the inspection with the person using the service within the last 12 months.

People's care records included information about their health and social care needs, possible risks and clear guidance for care workers on the support they needed to provide on each visit. Following each visit, the care workers recorded the care and support they provided on daily log sheets. The registered manager told us they reviewed the daily log sheets for each person when care workers brought them to the office. As a result, the registered manager had asked care workers to move away from task based recording to include more information about choice and the interactions they had with the person and their family. The daily logs were detailed and personalised and showed people received the care and support their care plan said they needed.

The provider included their complaints procedure in the service user guide they gave to each client. The procedure provided people with contact numbers to call if they were concerned about their care and these included information about the Care Quality Commission. The registered manager told us they had received no written complaints since our last inspection.

People using the service and their relatives told us they did not have any complaints about the care and support they received but all said if they did, they would speak with the registered manager. Their comments included, "I've never had any complaints. If I did I'd speak with [the registered manager] and I know she'd listen," "I can always talk to the manager if I need to but I've never made a complaint" and "There's nothing to complain about, the care is excellent."

Is the service well-led?

Our findings

The Care Quality Commission has registered the Nominated Individual for Night and Day Care Limited as the manager of the service. People using the service, their relatives and staff working for the service were very complimentary about the manager and the service. One person told us, "The manager is very good, you can speak with her any time." Another person said, "I can't believe some of the things [the registered manager] does, she is wonderful." A relative said, "It's a superb service, I couldn't ask for anything better for my [relative]."

The service's stated purpose was "To help our clients achieve the best possible, quality of life whilst maintaining their independence, their dignity and their privacy. Maintaining self-esteem and promoting independence when illness, injury or age can make life a little bit more challenging. Night and Day Care aims to care for clients as you yourself would care for your own family."

Care workers' comments included, "[the registered manager] is always at the end of the phone should I have any concerns/problems. She is in contact with myself and my clients on a regular basis" and "It's the one company I would trust to look after members of my own family. I feel very fortunate having come across such a great care company and I feel privileged to be working with managers and staff who genuinely care for their clients and go out of their way to support them in every possible way."

The provider kept information about people using the service confidential. People told us the provider kept care records in their homes, with their agreement. Care workers took daily care notes and medicines records to the main office regularly and stored them in lockable filing cabinets.

The provider had systems to assess and monitor the quality of the service. These included telephone checks with people using the service and spot checks on people's care when their care workers were with them, to monitor the support they received. A senior member of staff carried out the spot checks and completed a report for the care worker and the registered manager. Reports showed the provider was checking to ensure care workers treated people with respect, obtained consent and offered choices. Where care workers needed to improve the way they worked with individuals, the member of staff carrying out the spot check recorded this. For example, care workers were reminded to wear gloves and aprons when they supported people with their personal care and to ensure they carried their agency identity badge with them at all times. The registered manager told us she reviewed each spot check report and discussed these with individual care workers as part of their supervision. Where necessary, the registered manager arranged additional training for care workers.

The provider sought the views of people using the service. The registered manager sent questionnaires to people using the service and we saw a number that people had returned during 2015. All commented positively about the care and support they received. Their comments included, "Outstanding care from this agency, brilliant carers and superb, efficient staff" and "since I've switched to Night and Day Care I've had no missed calls, a lovely regular carer plus all the other carers are good."

The registered manager was committed to the delivery of a high standard of care to people and they used the quality monitoring processes to keep the service under review and to drive improvements. Where quality checks identified changes were needed to a person's care package, the registered manager made these. For example, the registered manager changed a person's care worker when they asked. Although the person did not want to make a complaint about the care worker, the registered manager made the change to ensure the person was happy with the support they received.

Supervision records showed the registered manager met with care workers regularly. Care workers told us they received constructive and motivating feedback from the registered manager that improved their skills and the ways they delivered people's care and support. They told us they were able to talk with the registered manager about people's care, their own training needs and any changes to the service's policies and procedures. Their comments included, "[the registered manager] will visit us at the client's house and observe us with the client. She has regular meetings with the client to make sure they are happy with the care we are giving and if any changes need to be made" and "I was spot checked early on and [the registered manager has showed up at jobs on several occasions to see how things were going. She also calls regularly to ask how I'm getting on and how my clients are doing and I have always been encouraged to update the office with any news or changes to a client's health or circumstances. She also asks before making any changes to rotas and makes sure I don't have to travel too far between clients. She obviously genuinely cares about both her clients and staff and I feel like everyone is being well looked after."