

Starcare Limited

# Starcare Rural

## Inspection report

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Tel: 01606606527

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23 November 2020

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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

Starcare Rural is a domiciliary care service providing personal care to 159 people at the time of the inspection. 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.

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

Systems to monitor the quality of care being delivered were effective in ensuring people's care was safe and met people's needs. However, some audits needed to explain what actions would be taken when errors in recording were identified. We have made a recommendation about the development and training of staff responsible for completing audits.

People were supported to take their medicines safely. Some documentation was updated during our inspection to ensure medicines records were clear and complete.

Risks to people were clearly identified and care plans explained to staff how to support the person. Care plans were person centred and staff told us they were accessible and easy to follow.

Staffing levels were sufficient and systems were in place to monitor the timeliness and consistency of staff during care visits. People spoke positively about the care they received and told us they felt safe. Staff were described as, "lovely," and that staff, "couldn't do enough" to support them.

Staff felt confident in the registered manager and also felt well supported in their roles. Staff had access to appropriate personal protective equipment (PPE).

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was requires improvement (published 25 September 2019).

### Why we inspected

This focused inspection was a planned inspection based on the previous rating. This report only covers our findings in relation to the key questions safe and well-led.

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. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

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 Starcare Rural on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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.

# Starcare Rural

## 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 and two 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 or flats.

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

We gave a short period notice of the inspection because we wanted to be able to gather the views of people receiving care and care staff before we visited the office.

Inspection activity started on 17 November 2020 and ended on 25 November 2020. We visited the office location on 23 November 2020.

#### 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. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We spoke with thirteen people who used the service and ten relatives about their experience of the care provided. We spoke with twelve members of staff including the registered manager, director of operations, care co-ordinators, senior care workers and care workers.

We reviewed a range of records. This included sixteen people's care records and multiple 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.

# Is the service safe?

## Our findings

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

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to protect people from the risk of abuse. People confirmed that they felt safe and secure with the care they received. One person told us, "Yes I do feel safe with the carers, especially when they help me have a shower, and I think it is all ok." A relative also told us, "[Name] is very happy with [the carers]. It took a bit of getting used to, but she feels safe with them now."
- Staff received training and were able to describe the actions they would take if they suspected a person was being abused.
- Staff were also confident in the whistleblowing procedures. One member of staff described their experience of the procedure. They told us they had felt protected and their concerns had been taken seriously by the registered manager.
- Records demonstrated any concerns had been appropriately reported and fully investigated.

Assessing risk, safety monitoring and management

- Systems were in place to ensure risks were managed safely. People receiving care were able to describe their care needs. Risk assessments had been developed to safely manage these risks.
- Records demonstrated people had been consulted when their risk assessments and care plan were developed. One relative confirmed this and told us, "Yes [name] has a care plan. They did an assessment when she first started with them."
- Where people had mobility needs, they had access to the equipment they needed. Care plans clearly directed staff in their use. Training was also provided to staff in the use of any equipment.
- Risk assessments and care plans had been reviewed regularly, and comprehensive care notes were maintained.

Staffing and recruitment

- Recruitment procedures were safe. Pre-employment checks were carried out to ensure staff members suitability for the role.
- There were sufficient numbers of staff employed and this was confirmed by both people receiving care and staff. One person told us, "Yes they seem to have enough staff, they never let me down." A member of staff told us they were "not rushed and travel seems to be factored in to calls."
- Some people told us the time of visits could vary. We were told, "The times can vary, sometimes a bit early then sometimes a bit late. They always stay though." We reviewed the systems in place. We saw each person had an allocated visit time. If staff ran late, this triggered an alarm whereby staff were contacted to establish the reason. Late calls were closely monitored and where possible, people were informed when changes had to be made to planned calls.

### Using medicines safely

- Medicines were managed safely. People received their prescribed medicines on time. This was confirmed by people we spoke with. We did identify the recording of some prescribed creams wasn't always clear. This was raised with the registered manager and amendments to documentation were made. We were provided with assurance there were immediate plans to implement the new documentation which had shared with staff.
- Medicines were only administered by staff who had received training. Ongoing monitoring to ensure staff remained competent in their skills and knowledge was in place.

### Preventing and controlling infection

- Systems were in place to protect people from the risk of infections. Every person we spoke with confirmed staff wore appropriate PPE during care visits. One person told us, "Yes they always wear PPE and wash their hands."
- Staff confirmed they had access to adequate supplies of PPE.
- Staff had completed training and received regular guidance from the provider to ensure safe practices during the Covid-19 pandemic.

### Learning lessons when things go wrong

- Staff understood how to record, manage and report incidents and accidents safely.
- Incidents and accidents were reviewed by the registered manager and records demonstrated actions taken to mitigate risks.

# 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 the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to 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; 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

- Systems were in place to monitor the quality of care provided to people using the service and regular audits were completed. Whilst these systems were effective in ensuring up to date risk assessments and care plans were in place, some documentation required further development. We discussed this with the registered manager who assured us the necessary amendments would be made.
- Some of the audits we looked at didn't always identify the actions taken to address recording issues made during care visits. We spoke with staff responsible for completing these checks who confirmed they undertook training and development for their role.

We recommend the provider reviews its current training and development programme for staff completing audits and take action to update their practice accordingly.

- Overall, people felt the service was well managed. One relative told us, "Yes I do think it is well managed, it has been very good up to now".
- Most people we spoke with had not experienced any issues with their care and found the registered manager and the office-based staff to be helpful and responsive. A small number of people did express some concerns about their care visits. However, we also heard a number of examples where the office-based staff had apologised when things had gone wrong and worked with people to find a satisfactory solution.

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

- There was now a registered manager in post who was registered with the CQC. The registered manager was clear about their role and understood their responsibility to notify the CQC of events that occurred within the service. We found appropriate notifications had been submitted in a timely manner.
- Some people we spoke had not met the registered manager, however, did say they had contact numbers if needed. The registered manager told us this was something they wanted to improve but due to current Covid-19 restrictions, they were unable to be as visible as they would like to be.
- We found the registered manager to be open and candid about the current challenges facing the service. In particular, the impact the Covid-19 pandemic had at times on staffing. We were assured by the systems in place to ensure continuity of care.
- The registered manager demonstrated a commitment to making ongoing improvements both to improve

care to people as well as to support staff during the pandemic. Staff we spoke with felt the service was continually improving also and would recommend Starcare Rural as a good place to work.

- The manager worked closely with external professionals to ensure people's needs were met. In recent months, this included the delivery of short term care packages to people discharged from hospital to alleviate NHS pressures. Professionals involved in said this had been, "extremely well implemented and responsive."

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

- The registered manager sought feedback on the service through annual satisfaction surveys. People we spoke with told us they could also contact the registered manager if they had any issues.

- Staff felt engaged and well supported. Care staff were kept informed of changes and provided with information through email and a private social media platform. Staff spoke positively of the support they received and spoke highly of the registered manager and the provider.