

New Horizons Care Limited

# New Horizon Care

## Inspection report

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24 February 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

New Horizon Care is a domiciliary care agency providing personal care to people in their own homes including those with acquired brain injuries, spinal cord injuries, autism and learning disabilities. At the time of inspection, the service was supporting 32 people.

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

People and their relatives told us that they felt protected from COVID-19 and other infections.

People were supported to access a COVID-19 test when they or someone in their household was displaying symptoms.

Staff demonstrated an understanding of the use of personal protective equipment (PPE) and people told us that staff wore the appropriate PPE when supporting them including masks, gloves and aprons.

Policies and procedures were in place for staff to follow for infection prevention and control and the use of PPE.

Staff were trained in preventing infection and control and demonstrated a good understanding of their role in protecting people from infections.

Staff had access to regular testing for COVID-19.

The provider had a contingency plan in place in the event of an infection outbreak.

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 good (published 13 March 2018).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection prevention and control. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key

question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for New Horizon Care 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 reinspection 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?

Further information is in the detailed findings below.

Inspected but not rated

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## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control.

#### Inspection team

The inspection was carried out by an inspector, assistant inspector and Expert by Experience.

The assistant inspector and Expert by Experience conducted telephone calls to people who used the service and staff.

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 homes.

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 the service 24 hours' notice of the inspection. This was to ensure the registered manager would be in the office to support the inspection.

We visited the office location on 24 February 2021 and telephone calls were made to people, relatives and staff.

#### 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 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.

#### During the inspection

We spoke with four people who used the service and six relatives about their experience of the care provided. We spoke with 11 members of staff including the registered manager and care workers.

We reviewed a range of records in relation to infection prevention and control including policies and procedures, staff training and staff supervision forms.

#### After the inspection

We continued to seek clarification from the registered manager 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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about the management of infection prevention and control, including COVID-19.

### S5 Preventing and controlling infection

- People and their relatives told us they felt protected from COVID-19 and other infections. One person said, "I feel very protected and have no concerns about hygiene." Another person told us, "They are protecting me from the virus."
- People were supported to access a COVID-19 test when they or someone in their household was displaying symptoms. One relative told us, "[Staff] were amazing. By working together we kept our daughter safe and she never caught COVID-19. I think the infection control we all did was the reason our daughter stayed virus free."
- The provider ensured staff had access to regular testing for COVID-19. Considerations had been made for staff who were deemed at higher risk of COVID-19. This included shielding for those who had been assessed as clinically vulnerable as per government guidance.
- Staff followed government guidance on the safe use of PPE. Staff demonstrated an understanding of what PPE should be used when supporting people. One relative said, "The carers arrive and the first thing they do is wash their hands. Then they put on an apron, mask, gloves and visor. They have been doing this since the pandemic started." This meant the risk of people contracting and transmitting COVID-19 was reduced.
- The provider had policies and procedures in place for staff to follow for infection prevention and control and the use of PPE. Cleaning schedules were in place to ensure staff maintained cleanliness in people's homes. Staff were enabled to follow government guidance and best practice to reduce the risk of people being exposed to COVID-19.
- Staff had received training in preventing infection, including COVID-19 and the safe use of PPE. Staff demonstrated a good understanding of their role in protecting people from infections.
- The provider had a contingency plan in place to be used in the event of an infection outbreak. This would help to ensure people continued to receive consistent and good quality care.