

Mrs Jenny Madghachian

The Kinetic Centre

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

About the service: Right at home (RAH) Borehamwood and Watford is a domiciliary (home care) care agency. It provides personal care to people living in their own homes in the community.

People's experience of using this service: People told us they felt the care and support they received was very good. They told us the staff provided care that was safe and effective in meeting their needs. Staff knew how to keep people safe, had received training in safeguarding and they knew how to report their concerns to safeguarding authorities.

People received personalised care which met their individual needs. Care staff were very motivated and passionate about working at the service. They regularly went the extra mile for people to ensure they received the best standard of care possible. The provider and registered manager recognised when staff went over and above the call of duty.

People were extremely complimentary of the staff and how well they were cared for. Staff were encouraged to spend quality time with people and get to know them. People were treated with extreme dignity and privacy and encouraged to do as much for themselves as they were able.

Staff respected people and delivered care in a way they wanted. People were matched with staff who had similar interests. Positive and trusting relationships had been built up.

Staff always attended at the agreed times, and stayed for the duration of the visit. People were contacted by the office if staff were running late. The registered manager allocated travel time to help ensure care staff had adequate time to travel to their next visit.

Staff received an induction and regular training, relevant to their roles. Work based observation were completed to check that staff were competent in their roles.

People and relatives were happy with the care provided by Right at Home (RAH) Borehamwood and Watford. We received consistently positive feedback.

Staff were kind and caring, and regularly done things over and above what was expected of them. People's dignity and privacy were promoted and respected.

People were involved in the development and ongoing review of their care and support plans. Risks were assessed and measures put in place to help minimise or reduce the risk of harm.

The provider and registered manager were very supportive and listened to any feedback or concerns. Complaints were fully investigated and resolved to the satisfaction of the complainant. Positive feedback and compliments had been received.

The service was flexible, staff were responsive to people's needs and were very inclusive making sure people received their care in a personalised way.

The provider and registered manager ensured they were up to date with any changes in legislation and that these were implemented into everyday good practice. Staff received regular updates and information through meetings and regular information sharing forums.

The provider and registered manager had robust quality monitoring systems and processes in place. Feedback was regularly sought to drive continuous improvement. The management were well supported by the regional office staff.

Rating at last inspection: This was the first inspection of the service since they registered with the Care Quality Commission on 23/02/2018.

Why we inspected: This was a planned inspection.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, 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 effective?

Good ●

The service was effective

Details are in our Effective findings below.

Is the service caring?

Good ●

The service was caring

Details are in our Caring findings below.

Is the service responsive?

Good ●

The service was responsive

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service was well-led

Details are in our Well-Led findings below.

The Kinetic Centre

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 checked 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 announced comprehensive inspection took place on 05 and 15 March 2019. We gave the provider 48 hours' notice because it is small service and we wanted to be sure senior managers would be available to support our inspection.

The inspection team comprised of an adult social care inspector and an inspection manager.

In advance of our inspection we reviewed all the information we held relating to the service. This included the Provider Information Return (PIR). This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and the improvements they plan to make. We took this into account when we inspected the service and made the judgements in the report.

During the inspection we spoke with two people who used the service and two relatives and received written feedback from two relatives to gain their views and experiences of the service. We spoke with three members of care staff and received emailed feedback from four further members of staff. We spoke with the registered manager and the provider.

We looked at: three people's care and medicines records; two staff recruitment records, training and supervision files. We reviewed other documents which included minutes of meetings; accident and incident reports; complaints and compliments; quality monitoring systems; quality feedback surveys, and policies and procedures.

Is the service safe?

Our findings

Safe – this means people were protected from abuse and avoidable harm

People were safe and protected from avoidable harm. Legal requirements were met.

Safeguarding systems and processes

- The provider had effective safeguarding systems in place and staff had a good understanding of what to do to make sure people were protected from harm or abuse.
- All the staff had received appropriate and effective training and had regular updates.
- People and relatives told us they felt safe receiving care from staff at Right at Home Borehamwood and Watford. One person told us, "I feel very safe the staff are all lovely. I am confident with their ability."

Assessing risk, safety monitoring and management

- People had individual risks assessed and measures were in place to mitigate and reduce risks where possible. Staff understood when people required support to reduce the risk of avoidable harm.
- People told us they felt safe when staff used equipment. One person told us, "I am confident they know how to use equipment." There was clear information and guidance in place.

Staffing levels

- Staff had been recruited safely with robust pre-employment checks completed to help ensure they were suitable to work in this type of service.
- There was sufficient staff deployed? to support the needs of each person. Staff had adequate travel time in between care visits so were not rushed and arrived at times that suited people.

Using medicines safely and learning lessons when things go wrong

- Medicines had been managed safely. Staff had received training and had their competencies checked. Medicine administration records were completed by staff and regularly audited.
- The provider had learnt from events. The provider and registered manager reflected on events to enable them to continually improve the quality of care. Any learning was shared with staff to help prevent a reoccurrence.

Preventing and controlling infection

- Staff used personal protective equipment when assisting people with their personal care for example, gloves and aprons.

Is the service effective?

Our findings

Effective – this means that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

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's needs had been assessed and used to help develop person centred care plans. Care plans contained information about people's likes and dislikes.
- Staff used any learning from training to help achieve good outcomes for people and supported them to have a good quality of life.

Staff skills, knowledge and experience

- Staff told us they felt the training was very good and gave them enough information to carry out their roles safely.
- People and relatives all told us that all the staff were professional in all their dealings with them. One person told us, "They are very good, all of them and they maintain professional boundaries."
- New staff felt supported and were provided with an induction which included training on various topics and shadowing more experienced staff. One staff member commented, "I think the induction and all the training is brilliant."
- Staff told us they were well supported through regular contact with office staff, team meetings supervision and work based observations.

Supporting people to eat and drink enough with choice in a balanced diet

- People were supported where required to plan menus and assist with food preparation. One person who had difficulties with solid food was being supported by staff to develop a book of recipes to keep their diet interesting and nutritional. When required, health care professionals were referred to for guidance; For example, when people were at risk of choking.

Staff providing consistent, effective, timely care within and across organisations

- The provider and registered manager worked with different health and social care professionals to ensure care was seamless and consistent.

Supporting people to live healthier lives, access healthcare services and support

- People were supported where required to access a range of health care professionals. Staff supported people to attend appointments when needed.

Ensuring consent to care and treatment in line with law and guidance

- Where people did not have capacity to make decisions, they 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 supported this.

- Staff ensured that people were involved in decisions about their care; and knew what they needed to do to make sure decisions were taken in people's best interests.

Is the service caring?

Our findings

Caring – this means that the service involved people and treated them with compassion, kindness, dignity and respect.

Good: People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported

- People received excellent care from a team of staff who were kind, caring and compassionate. People's needs were at the heart of everything the agency strived to achieve. The caring ethos could be clearly seen in all discussions with the provider and with staff.
- Staff went out of their way to ensure people were valued and supported in a person-centred way. A recurring theme from people and relatives was the service treating people like 'family'. The provider told us, "Staff are encouraged to visit people if they have spare time during their care visits; this helps reduce the risk of social isolation." A relative told us, "They (staff) would do anything for them and reassure them that they have plenty of time and that they don't feel rushed this is important to them."
- People and their relatives were all overwhelmingly positive about the care staff who supported them. People's comments included, "You never feel that they (staff) are doing a job. You are a real person who matters."
- People consistently told us about the difference made to their lives since they started receiving care from Right at home Borehamwood and Watford. For example, one person explained how important it had been for them to regain their independence and how the service had worked hard with them over a period of months to significantly reduce the hours of support they received from twenty-four support and assist them living more independently. The person's achievements had far exceeded the expectations of people who knew them well and had allowed the person to live in the way that they wanted to.
- People received care from a regular team of care workers who developed positive and caring relationships together. Staff knew people well and important details about people's lives, such as their previous life experiences, jobs, interests and hobbies. The provider explained how they carefully matched care staff to people to ensure they had similar interests and outlook.
- The provider told us they always considered carefully any new requests for a service to ensure they could fully meet the preferred needs of the people, without any compromise to the people they already supported. Also, to provide a consistent service by a small team of care staff.
- The service had grown at a steady pace, since registration last year. Many of the people being supported by the service told us they had been receiving support since the service opened demonstrating sustainability and also maintaining quality. One person told us "I just cannot imagine how I would have managed without their continued support, cheerfulness and positive slant on everything. Nothing is ever too much trouble." Another person told us "I have now been receiving care from RAH daily for approaching 1 year. The providers enthusiasm has set a company culture that is driving the company forward but not losing the personal touch with their users. I would happily recommend RAH Borehamwood and Watford to anyone who needs care".

- Staff told us of the extra tasks they did for people that they regarded as just part of their jobs. These were things that mattered to people and demonstrated the holistic view staff had of people and their attention to detail in making a positive difference to people's lives. For example, one care worker told us how they did shopping for one person in their own time.
- Another person had recently moved to a new house and was feeling unsettled. The provider brought her young daughter to visit a person and the person engaged so positively with the child that they became a regular visitor which the person really looked forward to and enjoyed.

Supporting people to express their views and be involved in making decisions about their care

- People had autonomy over how they received their care.
- People were encouraged and supported to express their views and staff took time when asking people about their preferred daily routines. One person told us, "I have been fully involved in developing my care plan."
- Another person told us "We had full control over the support we wanted. Everything was consulted upon and even when the care started, there were regular opportunities to 'tweak' the service so that it was totally to my liking."
- One person told us how they regularly text the provider to alter the times of their care calls to fit around their social and other commitments and how having this flexibility allows them to live a full life without being restricted by the times of their calls.
- People told us that the registered manager or a member of the office staff contacted them regularly to check if the care was still meeting their needs and if there was anything else the service could do to 'enhance their experience.'
- Staff told us they encouraged people to regain and retain their independence in areas that mattered to people. For example, one staff member told us how they supported a person to regain their independence following a sudden deterioration in their ability when they became unwell.
- People and their relatives also described how staff supported people's independence and autonomy. One person said, "They help me to do things for myself and encourage me. They encourage them to do what they can and is always done tactfully."

Respecting and promoting people's privacy, dignity and independence

- People and relatives told us how staff treated them with the utmost dignity, privacy and respect which was very important to them. Staff gave us examples of how they maintained this whilst giving personal care to people. One person told us, "They are respectful in all that they do for me every day, and I feel very happy with them."
- Discussions with staff demonstrated that they had given much thought to how they supported people in way that gave people dignity and independence. For example, one staff member described how they had worked with someone to make changes to how they received help with intimate personal care to give the person more independence and privacy. They told us how small changes had made a big difference to the person.
- Staff spoke fondly of the people they supported and how much they enjoyed their jobs. Staff were able to care for people without being rushed and actively encouraged to 'spend time' getting to know them. In return, staff regularly went the 'extra mile' for people as part of their jobs. For example, one care worker told us, "I had a break in between visits; I went to see a person to help sort out their laundry as I knew they were not able to complete this task themselves."

- The provider and registered manger also considered it very important that the care workers worked as a 'team' together and were happy to cover for each other when needed. This helped people to feel safe and looked after by staff they knew and trusted which was important to them.
- The caring nature of the provider and registered manager also extended to staff. Staff were all so positive about the management and how they felt supported. They told us the provider treated them with kindness and compassion in their job roles. This made the staff team feel valued and motivated. Staff comments included, "What an amazing company, it's the best company I have worked for, a real team approach."
- The provider ensured their high standards of care continued by only recruiting the most suitable staff who shared the same vision and values as themselves.
- Peoples information was stored securely to maintain their confidentiality.
- People were supported to access the services of an independent advocate if they needed advice or support.
- It was clear that the 'caring' values embedded in the service also included the nurturing and development of staff. One staff member told us "Right at home has supported me and been very considerate of the hours and calls they give me. I currently have other commitments so my times need to be flexible and both the provider and registered manager are very understanding and willing to accommodate this. When I went for the interview both made me feel very welcome and explained everything in detail and took into consideration my strengths and weaknesses all training was provided at a very high standard and I can't thank them enough."

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs

Good: ☐ People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- People told us staff made a positive contribution and difference in people's lives. Right at Home provided high quality care that acknowledged people's different ethnic backgrounds, embraced diversity and different traditions and cultures to create positive outcomes for people.
- Staff demonstrated they were aware of how to protect the human rights of individuals who used the service by offering them choices and respecting their decisions in relation to the way they chose to live their lives. People and staff were protected by ensuring that individuals were treated fairly and with dignity and respect.
- People and relatives told us staff were punctual and always stayed until everything had been completed. The registered manager told us they always aimed to maintain a service that people could rely on. There were no missed calls as the system in use alerted them if care staff had not arrived at the expected time.

Improving care quality in response to complaints or concerns

- There was a robust system in place to ensure complaints would be dealt with effectively. People and their relatives were aware of how to make a complaint. People and their relatives were confident that any concerns would be dealt with promptly.
- People were asked for regular feedback through a range of quality assurance telephone calls and visits. This ensured that any gripes or grumbles could be addressed before they elevated or got to a formal complaint.
- People had been very complimentary about the service they received. All compliments and thank-you cards were shared with staff in recognition of the good work they were doing.

End of life care and support

- At the time of our inspection no one was receiving end of life care. The registered manager said they would support people to receive the right care at the end of their lives if required. They would seek guidance from other healthcare professionals to make sure people received the most effective care to manage their symptoms.

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

Good: The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility

- The registered manager was committed to providing a high standard of care to the people they supported. They told us that the aim was to, "Provide a personalised service to people to help them achieve consistently good outcomes."
- The provider and registered manager understood their responsibilities under the Duty of Candour. This places an obligation on providers and registered managers to be open and honest and take accountability when things go wrong.
- People, relatives and staff spoke highly of the provider and registered manager and told us that they were always available and supportive.

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

- The provider and registered manager had established robust governance systems which enabled the management team to have effective oversight of all aspects of the service.
- There were systems in place to monitor compliance of care plans, risk assessments and medicine records.
- There were systems in place to identify and learn from any mistakes or areas of concern.
- Staff understood their roles and responsibilities.

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

- People were fully involved in the service development. They were regularly consulted and updated about any changes and or development to the service.
- People were treated as individuals, everyone having a value and staff and managers recognising and celebrating diversity.

Continuous learning and improving care

- The provider and registered manager used information from quality monitoring and feedback to improve the quality of care people received.

Working in partnership with others

- The provider, registered manager and staff team worked in partnership to ensure people received the relevant support from other agencies as required; such as the local authority and community health care professionals.