

BJP Home Support Limited

BJP Home Support Limited

Inspection report

6-10 Church Street
Guisborough
TS14 6BS

Tel: 01287633380
Website: www.bjphomesupport.co.uk

Date of inspection visit:
04 April 2023

Date of publication:
15 May 2023

Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service well-led?

Good 

Summary of findings

Overall summary

About the service

BJP Home Support Limited is a 'domiciliary care agency' providing regulated activity (e.g. personal and nursing care). The service provides support to younger and older people, people living with an eating disorder, people living with mental health conditions, physical disabilities, sensory impairments, dementia and people with learning disabilities and autism. At the time of our inspection there were 112 people using the service.

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.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

Right Support:

Staff supported people to play an active role in maintaining their own health and wellbeing. 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.

Right Care:

People received kind and compassionate care. Staff protected and respected people's privacy and dignity. They understood and responded to their individual needs. The service had enough appropriately skilled staff to meet people's needs and keep them safe. Staff understood how to protect the people from poor care and abuse. The service worked well with other agencies to do so. People's care, treatment and support plans reflected their range of needs, and this promoted their wellbeing and enjoyment of life.

Right Culture:

People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management and staff. Staff knew and understood people well and were responsive, supporting their aspirations to live a quality life of their choosing. People and those important to them, including advocates, were involved in planning their care.

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 outstanding (published 11 October 2017).

Why we inspected

This inspection was prompted by a review of the information we held about this service. As a result, we undertook a focused inspection to review the key questions of safe, effective and well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained outstanding based on the findings of this inspection.

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.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

BJP Home Support Limited

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 Health and Social Care Act 2008.

Inspection team

One inspector carried out this inspection.

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

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office 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, professionals who work with the service and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and

social care services in England. 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 3 people who used the service and 5 relatives about their experience of the care provided. We spoke with 10 members of staff including the director, the nominated individual, the registered manager, deputy manager, quality assurance manager, HR manager, branch manager and 3 care assistants. We gained feedback from external professionals.

We reviewed a range of records. This included 4 people's care records and medication records. We looked at 3 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.

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. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were kept safe from avoidable harm. Staff knew people well and understood how to protect them from abuse. The service worked well with other agencies to do so.
- Staff received training on how to recognise and report abuse and they knew how to apply it. One staff member told us, "I have no concerns at the minute, but I know how to report them and have in the past. I would always follow up a couple of days later just for my own piece of mind that it's been dealt with but know the management team would deal with it."
- People told us they felt safe. One person said, "The carers respect me and are second to none, I feel so safe when they are looking after me."
- The registered manager understood their responsibility to share information with the local authority safeguarding team and CQC to ensure allegations or suspected abuse were investigated.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people were assessed and managed. Care plans and risk assessments were clear, detailed and robust and provided appropriate guidance to staff to help them mitigate risks to people.
- People's care records helped them get the support they needed because it was easy for staff to access and keep high quality clinical and care records. Staff kept accurate, complete, legible and up-to-date records.
- Accident and incidents were managed safely. The service had oversight of accidents and incidents and used this information to drive improvements. Analysis of incidents was used to assess whether preventive measures were missed. Lessons were learnt to keep people safe.

Staffing and recruitment

- Staff were recruited safely. A range of pre-employment checks were carried out to ensure only suitable staff were employed. These included DBS checks (Disclosure and Barring services), obtaining references and checking employment histories.
- Staff were provided with a welcome pack on joining the company and on completion of their induction a starter pack. The starter pack supported them to undertake their role. Things included in the starter pack were, a backpack, bath thermometer, first aid kit, panic alarm, circuit breaker, uniform, an identification badge and PPE (personal protective equipment).

Using medicines safely

- Medicines were managed safely and administered by trained staff. Staff followed safe procedures when giving people their medicines.
- People were supported by staff who followed systems and processes to prescribe, administer, record and

store medicines safely. Medicine audits were carried out to ensure medicines were managed safely.

- Where people lacked capacity to make decisions about their medicines, robust best interest decisions were in place and people's medication care plans were agreed by multi-disciplinary teams.

Preventing and controlling infection

- Staff used PPE effectively and safely. The provider had ensured enough PPE was available throughout the COVID-19 pandemic.
- Staff understood their responsibilities for keeping people safe from the risk of infection. They had been provided with infection control training; this included the correct use of PPE.
- There was an up-to-date infection prevention and control (IPC) policy in place and regular IPC audits were undertaken by the management team.

Is the service effective?

Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant 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

- Care plans were person centred. They reflected a good understanding of people's needs, including relevant assessments of people's communication support and sensory needs. Easy read health action plans were available for people.
- Support records were available at the front of each care plan for staff and any agency used. This documented people's likes, dislikes, hobbies, and social histories so people could be supported in a way they liked. For example, one person's support record indicated how they liked to be greeted when staff arrived.
- Care plans were reviewed regularly, or if there was a change in people's care and support needs.

Staff support: induction, training, skills and experience

- People were supported by staff who had received relevant and good quality training. The provider offered a good training programme, which ensured that learning was tailored to individuals' needs.
- Staff received supervisions and appraisals. Competencies were undertaken to ensure staff understood and applied training and best practice.
- Staff told us they felt they had been given the right training to do their job. One staff member told us, "I feel I have been given all the relevant training to do my job. If I felt I needed more training or a refresher I would call the office and I know they would support me with this."

Supporting people to eat and drink enough to maintain a balanced diet

- Staff supported people to be independent around food and drink as possible.
- Staff involved people, wherever possible and in a way which met their personal preferences, around choosing food, shopping, planning meals, preparing food and cooking. One staff member told us, "The person I support has lost a bit of weight recently, I encourage them to eat healthy and ask them what they would like to eat, we plan their meals together."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- People played an active role in maintaining their own health and wellbeing.
- Staff knew people's needs well and ensured that any changes in a person's condition were noted and discussed with the healthcare professionals and the registered manager, as well as keeping families informed.
- People were supported to attend annual health checks, screening and primary care services. One relative told us, "I take [person] to their appointments. However, there have been times I am unable to, when I have

asked, they have always been happy to help."

Ensuring consent to care and treatment in line with law 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.

- Staff supported people to make their own decisions about their care and support.
- Staff demonstrated best practice around assessing mental capacity, supporting decision-making and best interest decision-making. They spoke about giving people choice and seeking consent before performing any task. People confirmed this. One person said, "The carers fully respect my wishes. They ask if they are ok to do something before, they do it too."
- Court of protection orders were followed and monitored appropriately.

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. The rating for this key question 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

- Management was visible in the service. They were approachable and took a genuine interest in what people, staff, family, advocates and other professionals had to say. One relative told us, "The service regularly calls me and asks for feedback and how things are, we also have a yearly review where they ask for feedback also."
- Staff told us how supported and happy they were. One staff member told us, "I absolutely love my job, it's very rewarding. The company are great to work for." Another staff member said, "I really like working for the company, I feel appreciated. I have put friends forward to work for the company because they're that good."
- The provider had an employee assistance program available. This program provided professional independent support, counselling and guidance for staff.
- Feedback from people and their relatives was positive. One relative said, "The staff are lovely, really kind and caring. They really help me, not just [person]. When they are there, I can relax knowing [person] is in safe hands." One person said, "The carers know what I need and are very good, I have confidence in them."
- BJP Home Support Limited is part of a wider group. People using the service were invited to the care homes within the group when events took place. On Sundays they have 'spare seat on a Sunday' this allows people to go in and have Sunday Lunch.

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 registered manager understood their responsibility in relation to the duty of candour. There were systems in place should they need to report certain incidents to CQC.
- Staff gave honest information and suitable support and applied duty of candour where appropriate.

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

- Governance processes were effective. These processes helped to hold staff to account, keep people safe, protect people's rights and provide good quality care. For example, the management team undertook regular audits looking at medications, health and safety, care plans, infection control and many more.
- The registered manager was clear about their role. They understood the need to lead by example and offer the team support. Staff spoke highly of the registered manager. One staff member said, "I love [registered manager]. [Registered manager] is so approachable. I can always go to them." Another staff member said, "[registered manager] is great, [registered manager] calls me regular, just to check in and say

hi."

- Information relating to the running of the service was openly discussed and shared amongst management and staff. This information provided accountability and oversight of what was happening within the service, and staff at every level contributed towards future development plans.
- Staff understood their responsibilities and what was expected of them. Staff participated in meetings and received supervisions. This gave staff the opportunity for learning and development.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- A system was in place to involve staff in the service. Staff meetings were held monthly. Staff were given updates about people who used the service as well as reminders about training.
- The provider recognised and rewarded staff performance through a variety of staff rewards. For example, staff were given Christmas bonuses and long-standing service awards. One staff member told us, "I got sent a thank you card and chocolates recently from the office, I work part time and covered some extra hours. I thought this was a nice touch."
- The service worked well in partnership with other health and social care organisations. This helped to give people using the service a voice and improve their wellbeing. This included the local authority who commissioned the service and healthcare professionals.
- External professionals spoke positively about the registered manager and told us how they worked in partnership to achieve good outcomes for people. One professional said, "The management are very approachable and willing to work to resolve any issues identified. They are vocal and will always raise concerns which they feel need to be addressed. Overall, the care delivered is generally really good, and the business appears to be well organised."
- The provider took part in community work, events and sponsorships. They had recently sponsored Guisborough in bloom the flower foundation, which provided all the flowers in Guisborough city centre and also raised money for breast care awareness.