

Midshires Care Limited

# Helping Hands Bristol

## Inspection report

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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

Helping Hands Bristol is a domiciliary care agency that provides personal care and support to people living in their own homes. At the time of our inspection, 54 people were using the service and receiving the regulated activity 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

We were assured staff were following safe infection prevention and control procedures to keep people safe in their own homes. Providing a written record each time equipment used for training purposes had been cleaned prior to and after use would further evidence the services good practice. Anyone visiting the branch office must be reminded to wear a mask as per the policy of the provider.

### Rating at last inspection

The last rating for this service was good (published 31 October 2018).

### Why we inspected

We received information of concern about infection control and prevention measures at the branch office. The concerns were relating to measures in place when moving and handling training was being provided to three staff during their induction. This was a targeted inspection looking at the infection control and prevention measures the provider had in place for visitors at the branch office. In addition, we checked to see if staff were following correct, updated guidance when supporting people in their own homes. This was to provide assurance that the service could respond to coronavirus and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from the concerns raised. Please see the safe section of this report.

### 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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our safe findings below.

### Inspected but not rated

# Helping Hands Bristol

## 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.

#### Inspection team

The inspection was carried out by one inspector.

#### 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 24 hours' notice of the inspection to ensure we could manage the risks related to Covid-19. We also needed to be sure the registered manager would be available to help facilitate our visit.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. Prior to the branch office visit we requested key information and documents to be sent to us, based on the concerns we had received. This was to help us plan for our visit and to support the judgements we made in this report.

#### During the inspection

We spoke with the registered manager to discuss the recent moving and handling training session and the concerns that had been raised following the training.

#### After the inspection

We telephoned and spoke with two care staff to seek their views on how they had been supported in recent months during the pandemic. We also read a positive email sent by a relative of a client thanking the staff for all their support.

# Is the service safe?

## Our findings

### Safe

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. This meant people were safe and protected from avoidable harm. We have not changed the rating of this key question, as we have only looked at part of the key question.

### Preventing and controlling infection

- Prior to our visit we were asked if we were well and free from any Covid 19 symptoms. On entry to the office there was a hand sanitising area and a signing in book. The service also had a system in place to support track and trace. The registered manager and the inspector were required to wear a mask and the office accommodated enough space to additionally social distance.
- We discussed the concerns raised about infection control measures in place for those staff who were attending recent induction training at the office. These staff had not commenced working with service users. Prior to the training all three staff had received an email asking them not to attend if they were showing symptoms of Covid-19 or if they are living with someone with symptoms. We checked the visitors' book and all three had signed in.
- The branch office was clean and tidy. The registered manager told us the training room, furniture and equipment was cleaned prior to and after any use. A written record was not kept to evidence this was taking place. Following the inspection, the registered manager sent us a new template she had devised to ensure records were kept for all cleaning that had taken place and by whom.
- Although the training room enabled people to socially distance the providers policy was for all persons to wear a mask. This was particularly important when completing practical training that required close contact. On the day of the training only one person receiving the training was wearing a mask. The registered manager assured us during and after the inspection that appropriate action would be taken to ensure this oversight was not repeated. When we spoke with existing permanent staff, they told us they always wore a mask in the office.
- People receiving support in their homes were protected by staff who followed good infection control practices. Staff told us they had ample PPE. They had received training on infection control, the new measures with regards to Covid 19 and understood their role in preventing the spread of infection.
- People in their care had been free from the virus and families were grateful to all staff for their care and support. During lockdown the visits provided company during times of feeling isolated. One relative recently wrote to the registered manager, "Just a note to say thank you to you and your team and the excellent care being provided to my mum over the last couple of days. Especially the office team for arranging the two people visits at very short notice and all the carers, some who have been called in again at short notice or

have made visits that weren't scheduled. You are all amazing, with very grateful thanks".