

Maidstone Home Care Limited

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Inspection report

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Tel: 01622719988

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

The inspection was carried out on 21 February 2017 and was an announced inspection. The provider was given 24 hours' notice of the inspection as we needed to be sure that the office was open and staff would be available to speak with us.

Maidstone Home Care Limited is a small domiciliary care agency which provides personal care and support for people living in their own homes. Maidstone Home Care Limited specialises in end of life care at home and in delivering care services to clients with Dementia, Alzheimer's and Parkinson's disease. At the time of the inspection, the service was providing personal care to nine people who were private clients.

Rating at last inspection

At the last Care Quality Commission (CQC) inspection on 19 July 2016, the service was rated overall Good and Requires Improvement in the 'Well Led' domain.

Why we inspected

We carried out an unannounced comprehensive inspection of this service on 21 July, 2016. We found a breach of legal requirements. After the comprehensive inspection, the provider failed to tell us what they would do to meet legal requirements in relation to the breaches of Regulation 17 of the Health and Social Care Act Regulated Activities Regulations 2014 Good governance.

We undertook this focused inspection to check and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Maidstone Home Care Limited on our website at www.cqc.org.uk.

Why the service is rated Good.

At this inspection, we found that the provider carried out spot checks to assess care staff's work and procedures, with people's prior agreement. The management team included the registered manager and the operations manager who were partners in the business. They both carried out hands-on personal care alongside frontline staff for people in their homes. This enabled people to get to know the provider.

The agency now had processes in place to monitor the delivery of the service. As well as talking to the provider at spot checks, people could phone the office at any time. People's views were also obtained through annual surveys. These could be completed anonymously if people wished. The provider analysed these and checked how well people felt the agency was meeting their needs as part of their quality assurance system.

Both the registered manager and the operations manager provided good leadership. They checked staff were focussed on people experiencing good quality care and support. Staff were encouraged to provide feedback about how the service could be improved. This was used to make changes and improvements in

their service provision.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well-led.

There was clear evidence of the registered manager ensuring the quality of the service. The registered manager had audits in place to ensure the quality and safety of the service.

Staff felt that both the registered manager and the operations manager were approachable. They had both developed a culture which was open and inclusive.

The ethos of providing good care was reflected in the record keeping. Clear and accurate records were maintained.

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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.

We undertook an announced focused inspection of Maidstone Home Care Limited on 21 February 2017. This inspection was carried out to check that improvements to meet legal requirements after our 19 July 2016 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service Well Led? This is because the service was previously not meeting a legal requirement. This inspection was carried out by one inspector.

The provider did not complete a Provider Information Return (PIR), because we carried out this inspection before another PIR was required. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. Prior to the inspection we reviewed other information we held about the service, we looked at the previous inspection report and any notifications received by the Care Quality Commission. A notification is information about important events, which the provider is required to tell us about by law.

People's ability to communicate was limited, so we were unable to talk with people using the service.

During the inspection we reviewed people's records and a variety of documents. These included two people's care files, training records, accident and incident reports, spot checks records, audited staff care hours and other samples of audits carried out.

We asked the registered manager to send additional information after the inspection visit, which included the training record. The information we requested was sent to us in a timely manner.

Is the service well-led?

Our findings

At the last inspection in 19 July 2016, audit systems were not in place to monitor the quality of care and support. At this inspection, we found improvements had been made and the provider was meeting the requirements of the regulations.

Our observation during the inspection showed us that there was an open and positive culture that focused on people. Staff freely walked into the office to have a discussion with both the registered manager and operations manager about the service provided to people in their own homes. We observed that staff were listened to and encouraged to share their ideas.

The management team included the registered manager and the operations manager who were partners in the business. The registered manager was familiar with their responsibilities and conditions of registration. The aims and objectives of the service were clearly set out on their website. It stated, 'Maidstone Home Care Limited reflects our beliefs, knowledge and commitment to ensure the care we deliver is of the very highest possible standard, for the benefit of all our clients, their families and other healthcare professionals. We don't just talk about values like trust, confidence, respect, safety, dignity, integrity, independence and treating each client like an individual. We live and breathe them, every hour of every day.' We found that the organisational values were being discussed with staff, and reviewed to see that they remained the same and in practice. Our discussions with the registered manager showed that they believed in these values.

The ethos of providing good care was reflected in the record keeping. Clear and accurate records were maintained, and comprehensive details about each person's care and their individual needs. Care plans were reviewed and audited by the provider on a regular basis.

Audit systems were now in place to monitor the quality of care and support. Spot checks were undertaken to check that staff were providing care and support to an appropriate standard. We looked at records of spot checks that had taken place and the other records written in people's homes about the care provided. These had been checked and signed by the reviewer each time they were returned to the office each month. Review meetings took place regularly as both the registered manager and operations manager delivered direct care and support for people in their own homes and people were asked their views. The management team had checks in place to ensure that people received the care they were supposed to. We spoke with the registered manager and operations manager about these checks and they said that if they found any issues then they would talk with staff and offer extra training or guidance where necessary. There was a process in place to identify whether people were getting their calls at the times that had been agreed. Other areas of audits carried out were medication, care plans and recruitment audits. This showed that the registered manager had implemented adequate quality audit system to ensure people's needs were met.

There were systems in place to manage and report accidents and incidents. Accident records were kept and audited monthly by the registered manager to look for trends. This enabled the staff to take immediate action to minimise or prevent accidents.

Staff team meetings took place regularly and records showed that staff were encouraged to share their views. Suggestions were warmly welcomed and used, to assist them constantly review and improve the service.

There were a range of policies and procedures governing how the service needed to be run. The registered manager followed these in reporting incidents and events internally and to outside agencies. The registered manager kept staff up to date with new developments in social care. All staff had been given an up to date handbook which gave staff instant access to information they may need including policies and procedures.

The provider had regular contact with all care staff, and staff confirmed they were able to voice opinions. We asked staff if they felt comfortable in doing so and they replied that they could contribute and 'be heard', acknowledged and supported. The provider had consistently taken account of people's and staff's views in order to take actions to improve the care people received.

The registered manager was aware of when notifications had to be sent to CQC. These notifications would tell us about any important events that had happened in the service. Notifications had been sent in to tell us about incidents that required a notification. We used this information to monitor the service and to check how any events had been handled. This demonstrated the registered manager understood their legal obligations.