

Zinnia Care Ltd

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Inspection report

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06 December 2018

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

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

This inspection took place between 26 November and 6 December 2018 and was unannounced.

Zinnia Care Limited is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community and specialist housing. It provides a service to adults with learning and physical disabilities and older people, including people living with dementia who live in their own homes. At the time of our inspection there were 29 people using the service. Not everyone using Zinnia Care Limited receives regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

The service had a registered manager who was also the provider. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the rating of good there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. We have rated safe as requires improvement. However, the overall rating remains Good.

This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

People felt safe. Staff had received training in how to safeguard people and knew how to identify and report any concerns. However, some improvements were needed. Recruitment procedures were not consistently robust, candidates were not always asked to provide a full employment history or explain gaps in their employment history. Whilst staff knew how to keep people safe further developments were needed to assess activities or areas that could pose a risk to people as there was insufficient information to inform staff how to manage situations. The provider actioned both these areas immediately following the inspection.

Staff had received training, support and development to enable them to carry out their role effectively. People's needs were assessed to ensure they received the support they required. People were involved in deciding how their care was provided. Staff supported people with their medicines and any dietary requirements.

People and their relatives said their privacy, dignity, and independence was respected. People confirmed staff always asked for their consent when providing care.

People knew how to raise any concerns or complaints. Any complaints were responded to and where necessary lessons learnt.

The registered manager had a good overview of the service and ensured people's needs were met. There were systems in place to monitor and develop the service.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Requires Improvement ●

The service was not always safe.

Recruitment procedures were not consistently robust.

Risk assessments did not always contain sufficient information to inform staff how to manage situations.

People were kept safe by staff that were trained and knew how to recognise and respond to the risks of abuse.

There were enough staff to meet people's needs.

Staff were trained and aware of infection control.

Is the service effective?

Good ●

The service remains Good.

Is the service caring?

Good ●

The service remains good

Is the service responsive?

Good ●

The service remains good

Is the service well-led?

Good ●

The service remains good

Zinnia Care Limited

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection took place between 26 November and 6 December 2018. We gave 48 hours' notice of the inspection because the service is a domiciliary care service and we needed to be sure staff would be available for us to talk to and that records would be accessible. The inspection was undertaken by one inspector.

Before our inspection we reviewed information we held about the service including statutory notifications relating to the service. Statutory notifications include information about important events which the provider is required to send us. A Provider Information Return (PIR) was submitted to us in September 2018. This is information that the provider is required to send to us, which gives us some key information about the service, what the service does well and improvements they plan to make. We also contacted seven professionals for their feedback which we have included in the report.

We visited the office on 26 November. We spoke with four care staff, a care coordinator, the operational manager and the registered manager/ provider. We looked at the care records for three people who used the service to see if they were reflective of their current needs. We reviewed three staff recruitment files and training records. We also looked at further records relating to the management of the service, including quality audits and service user feedback.

On 03 and 06 December 2018 we spoke with four people who used the service and two relatives to obtain their views on the care and support provided by the agency.

Is the service safe?

Our findings

People, and their relatives told us they were happy with the care they received and they believed it was a safe service. One person said, "Yes I always feel safe with them I know where they are coming from." A relative said, "Yes we feel safe with the care staff."

Staff were not always recruited robustly as there was not always a full employment history where gaps in employment were explored. The provider had obtained a telephone reference for one staff member although the person had worked in the firm for some years. The provider completed the gaps and sought verification for the reference immediately following the inspection.

Identified risks to people's health, welfare or safety were managed to keep people safe. People's care plans contained risk assessments for the person and the environment. Staff understood the risks associated with people's care however, the risk assessments did not provide them with sufficient guidance. For example, to support a person to transfer by means of a mechanical hoist. The registered manager understood the concern and explained how they were transferring onto a paperless care plan system and they would adapt the risk assessments form to reflect the specific support requirements for each person. One person said they felt the staff who supported them knew what they were doing and new staff were shown by their colleagues so they felt safe.

Staff were knowledgeable about how to identify any signs of abuse and how to raise concerns. Staff were clear about their responsibilities with whistleblowing procedures. One staff member said, "You always need to think of the person we are caring for they are the most important."

People told us there were enough staff to meet their needs and that staff were normally on time or if very late someone from the office would ring to let them know. One person said, "They always turn up they have never not come." Three people said how they had had a few changes of care staff and it always took time to get used to new staff. They did confirm that new staff were always accompanied by another staff member to share their knowledge.

People said staff supported them to take their medicines safely. Staff had been trained in safe administration of medicines. We saw that medicines were monitored and regularly audited. With the new paperless care system medication records would be recorded electronically. However, the registered manager said a medicine record would be retained in each person's home for ready and open access to relevant healthcare staff. Staff were clear about infection control and wore appropriate equipment when providing personal care to help keep people safe.

Is the service effective?

Our findings

People and their relatives were satisfied about the staff that supported them. One person said, "I think they know what they are doing I feel comfortable with them." A relative said, "They are all very good at what they do."

Staff confirmed they completed an induction and a period of shadowing before they started providing support to people. One staff member said, "Training is good we have training here and we have an outside firm which is good." Another staff member said, "We have regular training."

The registered manager had engaged external trainers for courses in moving and handling, food hygiene and infection control whilst they gave training in other key areas such as safeguarding, medication administration and the care certificate.

People said that the registered manager or coordinator set up their care plan and they knew that staff would alter their plan if their needs changed. One person said, "They do come and see if all is still the same and I can ring if I need anything."

The registered manager and staff worked within the principles of the Mental Capacity Act (MCA) where necessary and understood how it related to the people they supported. One staff member said, "We learn what people can and can't do and we give them the information in a way they can manage and so they can choose what they want." People confirmed staff obtained their consent before they offered any support. One person said, "Oh yes they do say before they help with anything."

Staff confirmed they encouraged people to maintain a healthy diet whilst supporting them to eat the food of their choice. Staff were clear about involving health professionals if someone's health or wellbeing changed. One staff member said, "We get to know people so you know when they are not right." We received feedback from a health and social care professional which stated They are good at working with professionals such as social workers, occupational therapist and GPs.'

Is the service caring?

Our findings

People and their relatives said that staff supported them in a kind and caring way. One person said, "Oh yes they are kind and they care." A relative said, "The regular person we get is good and caring."

People confirmed that staff respected their privacy and dignity and encouraged their independence. One staff member said, "We know how important it is to maintain people's privacy and dignity. We make sure the curtains are closed and people feel comfortable before we support them with any personal care."

People spoke positively of the staff who had been with them consistently. One person said, "I am so happy with my regular carer. They are so good and have set a high standard so it is always hard when they are off because others are not as good." The registered manager said all new staff were introduced to people who used the service before starting so as to understand their needs and build up a rapport with people.

People were involved in planning and reviewing of their care and support. One person said, "If I need to change something I can let the staff know and they work with it. Staff check what I need support with and if anything has changed." The registered manager said how one care staff member had noticed that a person really would prefer a shower but they did not have the correct chair to support them. The staff member contacted Social Services to request a chair and kept in touch until it arrived.

All records were stored securely and were being transferred onto an electronic system which was password protected. Staff understood the importance of respecting confidential information.

Is the service responsive?

Our findings

People's care records detailed their individual support needs with guidance to enable staff to deliver people's care in accordance with their specific wishes. For example, one care plan stated, 'My religion and family are very important to me. My house can get very busy with family and visitors.'

One professional feedback stated, 'They (staff) do provide personalised care. They provide care a person who at times displays challenging behaviour but they are able to manage their behaviour and meet their needs.'

People said they were involved in creating their care plan before receiving any support from the service. Care plans detailed people's personal history and key facts that enabled care staff to deliver support to meet people's preferences and needs. The registered manager said all people's care plans were reviewed regularly three monthly or before if any changes occurred.

People said they had never had a missed call. Two people told us sometimes care staff would be late or change the time of their call but they would always turn up. One person said, "I would ring them if I needed to." The registered manager said they could now monitor the time care staff arrived with people and when they left the person's home through the new electronic system. The registered manager said, "We monitor the call times and if anyone is very late or held up with a client we are alerted and if need be someone else would attend the person."

People were aware of the complaints procedure and said they would use it if necessary. One person said, "I did have to complain a long time ago but it was all sorted out." Other people said they had not had cause to complain but were confident they would be heard. The registered manager kept a record of any complaints raised and ensured a response was given and any lessons learnt. There were many compliments received from people and their families.

Is the service well-led?

Our findings

People said they thought the service was well managed. One person said, "If I needed anything I would ring [registered manger] it's the best service we have had so far."

The registered manager was knowledgeable about the people who received support, their different needs and personal circumstances. Staff told us that the registered manager was approachable, caring and dedicated to providing good care for each person and to support the staff. The registered manager said, "We provide a personalised service and take pride in that. We have a culture of being open to learning and respecting people's dignity and culture."

Zinnia Care is run by the registered manager who is also the provider. An operational manager oversees the service development and quality assurance systems. One of the care coordinators had just left the service the week before the inspection due to the travel distance but the registered manager was actively recruiting a replacement.

There were quality assurance systems in place that monitored people's care. These checks included areas such as care planning, medication and call monitoring, accidents and incidents and complaints. The senior care staff carried out regular spot checks and competency assessments on care staff to ensure best practice. However, whilst these audits were in place the registered manager agreed that a monthly overview of the audits with the actions taken would make the system more comprehensive.

There were regular team meetings where staff discussed changes to practice. Staff confirmed they were also supported by individual supervision meetings and yearly appraisals.

People confirmed they had been asked for feedback of the service by telephone or when a senior staff member called to carry out spot checks on staff.

The registered manager had set up the company and spoke of their commitment to the people who received a service and staff. Their ethos from the beginning of the company remained to provide personalised good care tailored to the needs of each person.