

T & G Resourcing Ltd

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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:

T & G Resourcing is a domiciliary care agency. It provides personal care for people living in their own houses and flats. People are supported in their own homes so that they can live as independently as possible. CQC regulates the personal care and support. There was one person using this service at the time of our visit.

What life is like for people using this service:

The provider provided effective person-centred care to people using the service. Staff listened to people and organised care in an effective way which met the needs of people.

Staff understood the importance of this for people using the service and provided the structured support people required. This enabled people to achieve positive outcomes and promoted a good quality of life.

There was good oversight by the management and all aspects of the service were monitored with a view to developing the service. The registered manager had a structure in place ensure that there was appropriate staffing to meet people's needs and keep them safe.

Support planning was comprehensive and involved the person and any professionals involved. The information was kept updated and reviewed regularly according to changing circumstances. Risk assessments were also relevant and current and had good information on how the risk could be reduced.

Why we inspected

This was a first full comprehensive inspection for T & G Resourcing since it's registration in June 2018. This inspection was scheduled in line with our timescales for inspecting newly registered services.

Follow up: We will continue to monitor this service and plan to inspect in line with our reinspection schedule for those services rated 'Good.'

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.

Is the service effective?

Good ●

The service was effective.

Is the service caring?

Good ●

The service was caring.

Is the service responsive?

Good ●

The service was responsive.

Is the service well-led?

Good ●

The service was well-led

T & G Resourcing Ltd

Detailed findings

Background to this inspection

The 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.

Inspection team:

One inspector carried out the inspection

Service and service type:

T & G Resourcing is a domiciliary care agency. Domiciliary care provides care and support in people's own homes to enable them to be as independent as possible. At the time of our inspection there was one person using the service.

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 the provider 48 hours' notice of the inspection visit. This was to ensure that the registered manager was at the office as this is a small service. The inspection took place on 18 February 2019.

What we did:

We reviewed the information we had received about the service since its registration in June 2018. One telephone call was made to the person using the service. On this occasion we had not asked the provider to complete a provider information return (PIR). A PIR is a form that asks the provider to give some key information about the service. This includes what the service does well and improvements they plan to make. However, we offered the provider the opportunity to share the information they felt was relevant.

At the provider's office we spoke with the registered manager. We reviewed the care records for the person using the service. We looked at a range of records relating to the running of the service such as two staff

files. We also spoke with the registered manager about the key actions they took to look at quality and safety. After the visit we spoke to one person using the service by telephone.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- The registered manager understood their responsibilities to safeguard people from abuse. Concerns and allegations were acted on to make sure people were protected from harm.
- Staff had been trained in safeguarding and how to recognise the signs of abuse.
- A system was in place to record and monitor incidents and this was overseen by the registered manager.

Assessing risk, safety monitoring and management

- There were clear risk assessments in care plans with explanations of control measures to keep people safe. Risk assessments were linked to the person's support needs and these were reviewed regularly.
- There was a check list in place for staff to carry out in the person's home. This included smoke alarms, the cleanliness of the home and lighting. It also included the temperature of the home and ventilation.

Using medicines safely

- The service was not required to administer medications at the time of our visit. However, they had a robust policy and procedure in place for the administration of medication.
- Staff had appropriate training on the administration of medication. The registered manager and staff were up to date with training and assessed as competent to administer medication

Preventing and controlling infection

- Staff had received training in infection control and how to prevent the spread of infection such as effective hand washing.
- Staff were supplied with PPE (personal protective equipment) this was kept at people's homes and replenished regularly.

Learning lessons when things go wrong

- Incidents and accidents were reviewed when they happened and the registered manager told us that they would learn from what had happened and put measures in place to reduce the risk.

Staffing and recruitment

- There were enough staff available to meet the needs of the person using this service.
- The registered manager told us that they had a system in place to assess staffing levels according to people's needs. They had safe recruitment procedures in place to check suitability to role and current DBS checks and references.

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

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

- Assessment of people's needs, included protected characteristics under the Equality Act 2010. For example, people's marital status, religion and ethnicity was recorded. This is important information to ensure people do not experience any discrimination.
- People's health needs were assessed and monitored, professionals were involved in the care and treatment and care plans and risk assessments were reviewed and updated accordingly.
- Staff applied learning effectively in line with best practise which led to good outcomes for people and supported a good quality of life.

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and skilled and carried out roles effectively. One person told us "They're just great, the best".
- The registered manager was currently training to become a registered general nurse which would give a broader scope of experience when assessing staff competencies and supporting them to carry out their role.
- There was a comprehensive training scheme where staff could complete all mandatory training. There were also courses on specialist areas which the registered manager told us were available depending on the people's needs.

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

- T & G resourcing offered support to prepare meals and drinks where people needed it. The staff also prepared meals and drinks when people were less independent.
- Staff had the skills to support people to do their own food shopping and they were trained in nutrition and hydration and the importance of keeping people healthy and eating a balanced diet.

Staff providing consistent, effective, timely care

- People had support that met their needs from a consistent team of staff.
- The registered manager had robust plans in place to increase the staff team in accordance with increasing the number of people using the service.

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

- The Mental Capacity Act 2005 (MCA) provides a legal framework for making decisions on behalf of those who may lack the mental capacity to do so for themselves. The Act requires as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take decisions, any made on their behalf must be in their best interest and as least restrictive as possible.
- People at T & G Resourcing had full capacity and could make decisions regarding their care and treatment.

- The registered manager and staff had received training in the mental capacity act and deprivation of liberty safeguards.
- People can only be deprived of their freedom and liberty in the community by the Court of Protection. At the time of our inspection no applications had been made to the Court of Protection.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect

Ensuring people are well treated and supported; equality and diversity.

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 support from staff who were kind, caring and compassionate. People were complimentary of the staff who they told us had developed positive relationships with people. One person told us "They are definitely kind and caring."
- Staff were competent, knowledgeable and skilled and showed a good knowledge of people's needs and preferences.

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

- The registered manager told us that staff supported people to do what they wanted to do and were kind and caring.
- People were involved in their care, they received informal opportunities to express their views and directed how they wished to receive their care.
- Support plans reflected the views of people and their wishes about both care and support and other activities they may want to be involved in.

Respecting and promoting people's privacy, dignity and independence

- People were offered choice and control over their day to day lives
- Staff showed a good understanding of the importance of respecting people's privacy, dignity and independence.
- The registered manager had an awareness of independent advocacy services should people need this to help them express their views.
- People's confidentiality and privacy was protected. Records were stored securely. The registered manager told us they had the processes in place that ensure all records were managed in line with the General Data Protection Regulation. This is a legal framework that sets guidelines for the collection and processing of personal information of individuals.

Is the service responsive?

Our findings

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

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

- The registered manager visited people to complete an assessment of their needs prior to them using the service. Care plans were then developed and used to provide staff with guidance of how best to support people's needs.
- Staff knew people's likes, dislikes and preferences. They used this information to care for people in a way that they want to be supported.
- Important information was being developed in easy read accessible formats including equality, diversity and human rights.

Improving care quality in response to complaints or concerns

- The registered manager was able to show how complaints or concerns would be managed but the service had not received any. They would use this information to make changes or improvements to systems and processes or the way that people were cared for.
- People were encouraged to express their views and a complaints policy given to all people using the service which was available in accessible format when required.
- One person told us "I'm not afraid to complain but don't need to as they're just great".

End of life care and support

- At the time of our inspection, no one was receiving end of life care. The registered manager was aware of the importance of developing end of life care plans with people when they were required.
- The registered manager could explain how they would write a support plan for end of life and ensure that people had a pain free and peaceful death.

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

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 provider had engaged an external professional to quality check services provided in people's homes. The same professional also carried out supervision with the registered manager ensuring they were supported to do their role.
- The registered manager showed a commitment to delivering high quality person centred care by engaging with people, families and stakeholders.

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

- The service was well run. Staff at all levels understood their roles and responsibilities and the registered manager was accountable for their staff and understood the importance of their role.
- The registered manager was clear about the quality of the service and talked about growing the service and the implications that may have on the staffing which they had already considered.
- A system using GPS (global positioning system) will be introduced to ensure that staff are safe and these can also be used for care planning and contact with the office or to contact emergency services if necessary.

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

- The service had good relationships with professionals but needed to develop links with the local community. The registered manager understood that people using the service would benefit from accessing local services.
- The registered manager had an open relationship with families and one person told us "I wouldn't hesitate to talk to [name] if I needed anything".
- The registered manager could explain how they would engage with professionals to support people using the service. They were aware of the health service and GP practises available locally and had processes in place to engage with healthcare professionals.

Continuous learning and improving care

- The service had everything in place to enable it to grow. The registered manager had sourced excellent training for staff and kept up to date on current legislation by email. Policies were regularly updated in line with legislation.
- The registered manager was keen to grow and develop the service and had planned the growth giving thought to keeping people at the centre of that development.

