Care Quality Commission

Wyndsor Home Care 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

This inspection took place on 4 and 8 December 2015 and was announced.

Wyndsor Home Care provides personal care for people in their own home. There were seven people using the service when we inspected and the provider was the registered manager. A registered manager is a person who has registered with the Care Quality Commission 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 and associated Regulations about how the service is run. The provider

People received care from staff that protected them from the risk of potential abuse. People told us they felt safe when staff were in their home providing care. People's individual risks had been recorded and reviewed. Staff told us they looked at and had plans in place to understand how to provide safe care. There was a small staffing team who provided care at the times people had wanted it. People managed their own medicines; however staff provided assistance with reminders or applying creams when needed.

Staff received regular training and were knowledgeable about their roles and responsibilities. They had the skills, knowledge and experience required to support people with their care and support needs. The provider had recognised that further training in understanding capacity assessments would be needed to continue to meet people's needs in the future. However, staff understood the need to gain people consent to care and treatment before providing any care or assistance.

Staff told us they knew all people they supported and got to know them well. Care plans were in place that provided the level of personal information that people had wanted to share. The plans provided staff with guidance about people's preferred support and people were involved in making decisions about their care. People were supported to have their meals prepared and if needed healthcare appointments could be arranged on request.

People were happy that their care needs were met from staff they knew well. People felt that all staff promoted and supported them in a dignified way. They also felt the support provided helped them to maintain independence.

People received care from the registered manager so they were always able to talk with them about any concerns if needed. They also had been able to contact them out of working hours when needed for advice or assistance. People and staff felt they were able to speak with the registered manager and provide feedback on the service. The registered manager told us they kept their knowledge current and provide staff with input and direction about the levels of care they expected. Regular checks were completed to monitor the quality of the care that people received, that included reviewing records and observing staff practices.

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.

People received care and treatment from staff that understood how to keep them safe and free from the risk of potential abuse.

People told us they felt there were enough staff to meet their care needs and support them with their medicines.

Is the service effective?

Good

The service was effective.

People's needs and preferences were supported by trained staff that had up to date information about people's needs. Information in the care records were consistently followed. People had been able to make their own decisions.

People told us that they enjoyed the meals that were made for them and it was what they wanted. Staff had contacted other health professionals when required to meet people's health needs.

Is the service caring?

Good

The service was caring.

People were happy that they received care that met their needs. Staff provided care that met people's needs and took account of people's individual preferences, whilst maintaining dignity and respect.

Is the service responsive?

Good

The service was responsive.

Care plans were in place that showed people's care and support needs. Staff also knew about people's interests, personal histories and preferences.

People who used the service felt the staff and registered manager were approachable and there were regular

opportunities to feedback about the service.

Is the service well-led?

Good

The service was well-led.

Staff were supported by the register manager. There was open communication within the staff team and staff felt comfortable discussing any concerns.

Regular checks were completed to monitor the quality of the service provided.

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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 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.

This inspection took place on 4 and 8 December 2015 and was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in. One inspector carried out this inspection.

Before the inspection, we reviewed the information we held about the service and looked at the notifications they had sent us. A notification is information about important events which the provider is required to send us by law.

We spoke with three people who used the service by telephone and two relatives where their family member received care. We spoke with three care staff and the provider who was also the registered manager.

We looked at three records about people's care and completed daily notes, three charts about people's medicines, staff training records and quality audits that the registered manager and provider had competed.

Good

Is the service safe?

Our findings

All people we spoke with told us they felt comfortable with staff coming into their home and had no concerns about their safety while staff were with them. One person said, "I feel quite safe with them (staff) coming into my home". One relative told us, "I can trust them (staff) and happily go out and leave them to care for [person's name]". All people said they would be confident to raise any concerns about their safety but had no reason to currently.

All staff told us they would report any concerns to the registered manager and were confident that these would be dealt with. One staff member said, "If I have any concerns, even if they are little I record it and speak to (registered manager)".

When people first starting using the service their personal risks had been reviewed by the registered manager to look at the risks. The registered manager also provided the care for the first two weeks to ensure that no other areas required further assessment. The recorded risks had been reviewed regularly and were available in people's home for staff to read. Staff told us they followed these plans to help ensure the care they provided was completed with the least amount of risk.

The provider had also assessed the person's home to look at potential risks for staff working there when providing care for a person. For example, looking at trip hazards or how to enter the home. One person said the staff were, "Respectful of my home".

All people told us they had regular staff and knew which staff member to expect. Staff always arrived promptly and stayed for the agreed time. One person said that staff, "Always turn up and I never worry about them not turning up". Staff told us they were committed to their work and never missed a call and there were enough staff to care for people. The registered manager also provided care to people and this had supported the staff team. The registered manager told us they would only accept new care calls if they had the availability to meet them.

Three people we spoke with looked after their own medicines. People's records provided information for staff so they were aware of people's medicines and possible side effects to look for. People told us and records showed that creams required to maintain people's skin conditions had been used. Where staff had been involved in prompting or reminding a person to take their medicine this had been recorded and reviewed monthly by the registered manager.

Good

Is the service effective?

Our findings

People told us staff knew the care they needed and one person said, "Everyone is very well trained". All staff told us they felt the training gave them confidence when delivering care and that it matched people's needs. One staff member said they had been supported when they started work for the service and that, "You get introduced to clients when you first start so they know who you are".

All staff told us that the registered manager supported them in their role with regular meetings and supervisions and they felt valued. One member of staff said, "As a small team we are always in contact with each other". Another told us, "Any problems or questions I just ask [registered manager]".

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 Act 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. We checked whether the service was working within the principles of the MCA.

People had been able to consent to their care and treatment and were supported in developing their care plans. One person said, "I tell them what I needed and that's what I get". Records showed the person's needs and wishes had been included. For example, the amount of personal care and the level of assistance needed.

We spoke with staff who were clear that people had a choice when delivering personal care and support. One member of staff said, "We have time to ask and respond with them, we never feel rushed." The registered manger was clear that all people using the service were able to make choices and said, "All our clients are able to provide their consent". They had looked at further training in the MCA to ensure they were able to continue to meet changing needs.

Two people we spoke with received support with having their choice of meals prepared. One person said, "I buy the meals and they heat them up for me". Staff we spoke with told us that people told them the meals they wanted. Where people needed help with meal preparation information was available to staff. This showed people's meals preferences and if meals needed to be prepared and left for later in the day.

All people told us they felt supported in looking after their health and the staff responded well to any changes. One member of staff said, "If their needs change then we help them. If they want us to, we will call and arrange appointments".

Records showed that people had been supported by the registered manager to have access to other

professionals in support of the healthcare needs. For example, liaising with district nurses or hospital when a person returned home to ensure any additional needs could be met.

Good

Is the service caring?

Our findings

Every person we spoke with told us they knew all the staff and felt they provided good care and support. One person said, "They're all (staff) lovely we have a bit of a laugh". Another person said they were provided with staff they "Get on well" with.

People told us they had the opportunity to talk about their lives and personal interests with staff, and they enjoyed their company. They told us the registered manager was considerate about what information was recorded and they were able to choose how much detail they provided. Staff told us that people had their right to privacy and they would only chat about things that the person felt comfortable with. One member of staff said, "It's not for us to pry into people's lives, we enjoy spending time and chatting though"

People told us that the care they received was the care they wanted and were able to tell staff on the calls if they wanted a slight change to the support they received. People had been able to make decisions and were listened to by staff. One person said, "Care staff are there to help me". All staff spoke in a caring way about the people they supported. They were able to tell us about people's preferences, current needs and their histories. One member of staff said, "It's nice just to talk. They like to know what you are doing".

Staff told people were involved in their day to day care choices which they felt promoted their independence. One staff member said, "I always make sure it's what they want, also looking to make sure they are comfortable". We saw that care plans detailed how to help people to maintain their independence and the day to day difficulties that may arise. For example, how a person's needs may change depending on how they felt that day.

People told us that staff supported them in maintaining their dignity and respect. One person said, "Standards are excellent, I feel lucky to have found them". Staff provided examples of how they made sure they maintained people's dignity and respect. For example, speaking with the person to see how they preferred care and where able leaving the person to promote privacy. When speaking with people one person said, "The staff are all lovely and very helpful".

Care plans were developed with the person and reviewed every six months or sooner if there were changes. People had been involved in these reviews and any changes suggested were recorded and action taken. All people we spoke with felt involved in their care and that staff knew them very well. Any preferred routines or preferences were followed where it suited them. One person said that when they started using the service the registered manager discussed the care they wanted to make sure they were able to meet their requests.

Good

Is the service responsive?

Our findings

Everyone that used the service said they were involved in making decisions about their care and support needs. One person said, "Anything I want I get". People's families had been involved where agreed to support their care needs. For example, their partner or children who they felt could support and advise them in the care plans.

All staff we spoke with knew people's needs and provided examples of how people who had a particular illness may be affected and the actions to take if something changed. One staff member told us they noted that a person's mobility had decreased. They supported the person to review their mobility needs and increased their independence with a referral to the occupational therapy team.

The care people received was recorded after each visit which the registered manager collected and reviewed at the end of each month. People also told us that any changes to their needs were updated quickly and were communicated to staff. The registered manager told us any immediate changes were communicated to staff. Staff confirmed changes were sent thorough to them with a telephone call or text message.

We looked at three people's care records which showed they had been updated regularly or when a change had been required. All people and staff we spoke with felt the records were current and reflected what care people needed. Records showed staff the preferred way to provide care and how to support the individual. For example, the steps needed for each personal care task. People told us that their care was reviewed regularly by the registered manager. People were happy to discuss any changes that they would like in their care when needed.

All people we spoke with told they had not had any cause to make a compliant. However, they knew the registered manager and staff well and would be happy to let them know of any concerns or issues. One person said they would be, "Very happy to approach [registered manager]". Another person said, "I've never had to complain and I have no complaints to make". Whilst no complaints had been recorded in the last 12 months processes were in place to investigate and respond to people.

Good

Is the service well-led?

Our findings

All people were confident in the way the service was managed and they knew and received care from the registered manager. People told us they had found a small agency that suited their needs well. One person said, "The manager sets high standards which is reflected in the staff". Another person said there was, "Good leadership and staff check on everything".

All staff we spoke with told us that the registered manager was approachable, accessible and felt they were listened to. Staff told us they felt able to tell management their views and opinions at staff meetings. One staff member said, "Good boss with a really good team". Another staff member said, "I feel lucky working here, it's nice that we all get on".

The registered manger was pleased that all their staff worked as a team to ensure that people received good care. The registered manager had checked and reviewed the service provided. They had reviewed the care notes that staff had completed when providing personal care. They checked to ensure the care provided matched the care plans. For example, they had checked that two staff had attended when needed and all tasks had been completed.

The registered manager undertook unannounced spot checks to review the quality of the service provided. Staff told us they had been observed to ensure they provided care in line with people's needs and preferences.

The registered manager considered they worked well alongside local district nurses and other health care professionals. They had approached them when they needed guidance or advice. Any involvement or guidance from other professional had been recorded. They told us they kept their knowledge current with support of other external professionals. They used information from the Social care Institute for excellence, CQC and Skills for Care. They felt these supported them in guidance about best practice and any changes within the industry.

People had been asked for their views about their care and had completed questionnaires. The overall results were positive of the service and the care with no areas requiring improvement. We spoke with the registered manager about the values they expected staff to provide. They wanted to offer "Good quality care", to people they knew and understood well. As a smaller agency the registered manager got to know people well and provide care. They told us this helped to ensure any small queries or questions were dealt with immediate and that staff knew the standard of care they expected.