

Eliona Healthcare Limited

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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

Eliona Healthcare provides personal care to people living in their own home. There were three people receiving care from the service when we inspected. At the last inspection, in September 2015, the service was rated Good. At this inspection we found that the service remained Good.

The provider was also the registered manager at the time of our inspection. 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 2008 and associated Regulations about how the service is run.

People continued to receive safe care. There were enough staff to provide care and support to people to meet their needs safely and recruitment processes ensured that people were protected from being cared for by unsuitable staff. People were consistently protected from the risk of harm and received their prescribed medicines safely.

The care that people received continued to be effective. Staff had access to the support, supervision and training that they required to work effectively in their roles. People were supported to maintain good health and nutrition.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice. People were involved in decisions about the way in which their care and support was provided.

People developed positive relationships with the staff who were caring, compassionate and treated people with respect, kindness and courtesy. People had personalised plans of care in place to enable staff to provide consistent care and support in line with people's personal preferences. People knew how to raise a concern or make a complaint and the provider had implemented effective systems to manage any complaints that they may receive.

The provider delivered some of the care and support themselves so was able to monitor closely the quality and consistency of the service. They strived to look at ways of improving the service and ensured that they kept up to date with new guidance and practice.

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 remains good.

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 well-led.

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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.

This was an announced comprehensive inspection that was completed by one inspector on 11 October 2017. We gave the provider 36 hours' notice as we needed to ensure there was someone available to meet with us.

Prior to our inspection we reviewed information we held about the service. This included previous inspection reports, information received and statutory notifications. A notification is information about important events which the provider is required to send us by law.

The provider had completed a Provider Information Return [PIR]. 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. The provider returned the PIR and we took this into account when we inspected the service and made judgements in this report.

During our inspection we spoke with two people who used the service and a member of staff and the provider who also provided care and support to people. We also spoke with one person's relative.

We looked at the care records of two people and other information related to the running of and the quality of the service. This included quality assurance audits, training information for care staff, and arrangements for managing complaints.

Is the service safe?

Our findings

People received care from a small team of staff who strived to provide consistent care and support. The recruitment process ensured staff were suitable for their role and staffing levels were responsive to people's needs. People told us they had regular staff that knew them well and generally arrived on time and stayed for the agreed time. One person said "I have the same carers who come time after time and if anyone one new needs to come I am always introduced to them first. They will stay a lot longer if I need them too."

Risks to people had been assessed; we saw that care plans and risk assessments were in place. Staff were able to describe to us how they provided the care and support people needed to keep them safe. We saw from records and people confirmed with us, that where it had been identified two staff were required to assist people to transfer from the bed to a chair this was always adhered to.

The provider had a clear safeguarding procedure and staff were knowledgeable about the steps to take if they were concerned. There had been no issues in relation to safeguarding since the last inspection and the provider was fully aware of their responsibility to notify the local authority and Care Quality Commission should any concerns around safeguarding arise. People told us they felt safe in their homes with the people who supported them. One person said "I always feel safe and confident with all the staff."

People could be assured that they received their prescribed medicines on time. The medicines management system in place was clear and consistently followed. People told us they received their medicines on time and records confirmed that medicines were administered correctly and within the agreed timescales.

Is the service effective?

Our findings

People received care from staff that were knowledgeable and had received the training and support they needed. Staff training was relevant to their role and equipped them with the skills to provide the care and support people needed to live in their own homes. At the time of the inspection the registered provider and one of the directors of the service worked alongside each other and provided each other with guidance and support. The provider said "It helps to challenge ourselves to ensure we are delivering the care and support we need to provide the best possible care."

People were encouraged to make decisions about their care and their day to day routines and preferences. One person told us "I feel free to ask about anything, no limitations." Another person said "I am always asked what I want to eat and staff know I like a cup of tea first." The provider had a good understanding of service users' rights regarding choice. Assessments had been conducted to determine people's ability to make specific decisions and staff understood the principles of the Mental Capacity Act.

People were supported to maintain a healthy balanced diet and those at risk of not eating and drinking enough received the support they required to maintain their nutritional intake. People had regular access to healthcare professionals and staff were vigilant to changes in people's health. Any changes in people's health were recognised by the provider and prompt and appropriate referrals were made to healthcare professionals. One relative told us "[Name of staff] and I work well together to ensure my relative gets the things they need. I don't think they would be here today without the care and support given."

Is the service caring?

Our findings

People developed positive relationships with staff and were treated with kindness and respect. One person told us "I am very happy, I am treated with regard and care which is genuine; I am fond of them [the staff] and I feel they are fond of me." Another person said "They are all very good and treat me correctly." A relative told us "I am very happy with the care that [name of relative] is given, everyone is always very cheerful and helpful."

Staff listened to people and ensured people made their own choices in relation to their daily routines and activities. People's choices and preferences were recorded in their care records which ensured that all staff were aware of how people liked things. One person said "If I don't want to get up they will leave me and come back later." We observed that the provider and staff knew people well and engaged in meaningful conversation.

People were treated with dignity and respect. One person said "I am always treated very carefully and my dignity is always protected." A relative said "The staff are very thoughtful and very perceptive; they know [relative]."

There was information available about advocacy services; at the time of the inspection the people receiving the service had not required the support of an advocate.

Is the service responsive?

Our findings

People received care that met their individual needs. A range of assessments had been completed for each person and detailed care plans had been developed with people and where appropriate their relatives. These were reviewed on a regular basis or as and when any changes had occurred.

The provider and staff knew people well; they understood the person's background and knew what care and support they needed. One staff member said "It is important that we know people well and ensure that we all deliver the same quality of care." The provider explained that they were careful to grow the service gradually to ensure that they were able to deliver good care consistently and ensure they had the right staff in place.

People and their relatives knew how to make a complaint if they needed and were confident that their concerns would be listened to. One person told us "I have had no complaints but I know I could speak to [name of provider]; there is always a free and easy exchange of information; there is good communication." We saw that there was a clear policy in place and although there had been no complaints since the last inspection the provider did have a system in place to ensure records were kept and any actions taken were recorded.

Is the service well-led?

Our findings

The service had a positive ethos and an open culture. The provider delivered a lot of the care themselves which enabled them to closely monitor the quality of care being delivered and gather feedback from people. They were passionate about their role and the people they were supporting. A member of staff said, "We are committed, I really love working here and the work we do for people."

The care team was small and were able to challenge each other to help them improve. They were aware of and prepared to use the whistleblowing procedure if they had any concerns about people's welfare.

People were positive about the provider and felt confident that they would always listen and take account of their views. Quality assurance systems were in place to help drive improvements. These included a number of internal checks and audits. These helped to highlight areas where the service was performing well and the areas which required development. This helped the provider ensure the service was as effective for people as possible. Any feedback received had been positive.

The provider liaised with a Network of Care Managers through Skills for Care and regularly attended Care Shows which ensured they kept up to date with legislation and best practice.