

Care Line Homecare Limited

Careline Homecare (Newcastle)

Inspection report

Mylord Crescent
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Newcastle Upon Tyne
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Website: www.carelinehomecare.co.uk

Date of inspection visit:
28 January 2021

Date of publication:
15 February 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Careline Homecare (Newcastle) is a domiciliary care agency. It provides personal care to older people and people with disabilities living in their own homes.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. There were 129 people receiving personal care at the time of the inspection.

People's experience of using this service and what we found

People we spoke with were positive about the service they received. They said staff wore appropriate Personal Protective Equipment (PPE). Their comments included "They (the carers) wear aprons, gloves and masks which they put on before they come into my house. They take them with them when they leave the house" and "The carers definitely wear aprons, gloves and masks all of the time. They dispose of the gloves in my bin as they leave the house, but they keep the masks on until they are outside the house."

People told us they felt safe with the care provided. Their comments included "I really am quite happy with the carers as they are very pleasant and provide me with all of my needs. They are all very friendly and do everything I ask of them" and "I don't have any worries when they (the carers) come. They are very kind and gentle with me."

The provider followed safe recruitment practices. There were sufficient staff to meet people's needs safely. Staff's attendance at care calls was monitored electronically to ensure no care calls were missed. Staff logged in on arrival at a person's home. If this wasn't done within 15 minutes of the call time an alert was sent to the office staff who would find out where the staff member was.

Staff had completed infection and prevention control training and were able to explain the correct procedures for putting on and taking off PPE.

Quality assurance audits, including spot checks, were completed to ensure safe infection control practices were being followed.

Staff spoke positively about the support they received from the registered manager and office staff. Additional resources were available to support staff's mental health and wellbeing.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 16 January 2020).

Why we inspected

We received concerns in relation to infection prevention and control and staffing. As a result, we undertook a targeted inspection to review the key question of safe, looking at infection control and staffing only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question, we had specific concerns about.

Inspected but not rated

Careline Homecare (Newcastle)

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 was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Notice of inspection

This inspection took place on 28 January 2021 and was announced. We gave a short notice period of the inspection. This was because it is a domiciliary care service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We used all of this information to plan our inspection.

During the inspection

We spoke with 13 people who used the service about their experience of the care provided. We spoke with the registered manager. A variety of records relating to the management of the service, including training data, quality assurance records and policies and procedures were reviewed.

After the inspection

We contacted 10 members of staff by email after the inspection to seek their feedback on infection control procedures and staffing. We received feedback from five members of staff.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to review the key question of safe, looking at infection control and staffing only. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- There were sufficient staff to meet people's needs.
- Safe recruitment procedures were followed. Induction processes had been developed to include information on infection control during Covid-19.
- Staff's attendance at care calls was monitored electronically to ensure no care calls were missed.
- People told us they always received their care call as expected. One relative told us, "I know exactly when the carers are going into mum, they visit four times a day. Mum has the same group of carers and they are really very nice."

Preventing and controlling infection

- Risk assessments were in place to reduce the risk of spreading Covid-19.
- Staff had all received infection prevention and control training and were knowledgeable about the appropriate use of PPE.
- There was a business continuity plan in place which included actions around the management of Covid-19.
- The provider's infection prevention and control policy was up to date.