

## Options Health Care Services Limited

# Options Health Care Services

### Inspection report

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03 April 2017  
04 April 2017

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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 30 March 2017. On the 03 and 04 April 2017 we contacted people and relatives to obtain feedback about the service people received. Options Health Care Services provides personal care to people in their own homes. It does not provide nursing care. Options Health Care Services was providing support to five people at the time of the inspection.

The provider for Options Health Care Services was also the registered manager for this location.

There was a manager in post who had registered with the Care Quality Commission (CQC). A registered manager is a person who has registered with the 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 and associated Regulations about how the service is run.

Recruitment processes were safe to ensure that staff employed to deliver care and support for people were of a good character and suitable to meet people's needs safely. There were sufficient numbers of staff available to meet people's individual needs.

Potential risks to people's health and well-being were identified by staff and they knew how to manage these effectively and protect people from harm. Risk assessments were completed to keep people safe.

People told us that they were involved in their care and staff always asked for their consent when providing care.

People and their relatives told us that their family members were kept safe and cared for when they were being supported by the service. Staff had received training in how to safeguard people from potential abuse and knew how to identify the risks associated with abuse.

Staff were trained in safe administration of medicine; however people told us that they had not required staffs support to take their medicines.

People and their relatives were very complimentary about the abilities and experience of the staff that provided care and support. Staff received training and regular updates to ensure they were up to date with their knowledge and best practice guidance.

Staff supported people to stay safe in their homes, and people were supported to maintain their health and well-being. Staff developed appropriate positive and caring relationships with the people they supported and their families, and feedback from people was consistently positive about the service they received.

People and their relatives where appropriate were involved in the initial planning of the care and support people received. People's personal information was stored securely and confidentiality was maintained.

People told us they felt the staff provided care and support that was delivered in a way that promoted their dignity and respected their privacy. Staff were knowledgeable about people`s preferred routines.

People told us that they felt that staff listened to them and responded to them in a positive way. People and their relatives knew how to raise concerns and they were confident that the registered manager would take appropriate action to address any concerns they may have had in a timely way.

People were asked to provide feedback about the service they received regularly and we saw these were positive. People and their relatives were positive about the staff and the management of the service. The registered manager regularly audited the service any improvements needed were actioned.

## 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.

Safe and effective recruitment practices were followed to ensure that all staff were fit, able and qualified to do their jobs.

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

Sufficient numbers of staff were available to meet people's individual needs at all times.

Potential risks to people's health and well-being were identified and managed effectively in a way that promoted their independence.

### Is the service effective?

Good ●

The service was effective.

Consent was obtained by staff before care and support was provided.

People were supported by staff that were well trained and received the appropriate support.

People were assisted with a healthy balanced diet which met their needs.

People had their day to day health needs met with access to health and social care professionals when necessary.

### Is the service caring?

Good ●

The service was caring.

People were cared for in a kind and compassionate way by staff that knew them well and were familiar with their needs.

People were involved in the planning, delivery and reviews of the care and support provided.

People's privacy and dignity was promoted.

People's confidentiality and personal information had been maintained safely.

### Is the service responsive?

Good ●

The service was responsive.

People received personalised care that met their needs and took account of their preferences and personal circumstances.

Guidance made available to staff enabled them to provide person centred care and support.

People and their relatives were confident to raise concerns which were dealt with promptly.

### Is the service well-led?

Good ●

The service was well led.

People, staff and relatives were all positive about the service.

Systems were in place to quality assure the services provided, manage risks and drive improvement.

Staff understood their roles and responsibilities and felt supported by the registered manager.

# Options Health Care Services

## **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 the 30 March 2017 and was carried out by one inspector. On the 03 and 04 April we telephoned people, relatives and staff to discuss their experience with Options Health Care Services. We told the provider 48 hours before our visit that we would be coming to ensure we could access the information we needed. Before the inspection, we asked the provider to complete a Provider Information Return (PIR). This is a form that requires them to give some key information about the service, what the service does well and improvements they plan to make. We also 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.

During and after the inspection we spoke with two people who used the service, two relatives, three support staff, the registered manager who was also the provider. We looked at three care plans, three employment files and other relevant documents relating to how the service operated.

# Is the service safe?

## Our findings

People and relatives told us they felt the service they received was safe and met their needs. One person said, "I feel safe because they [staff] know me so well and they know how to use the hoist, I never feel nervous."

The provider had a recruitment policy and process in place to ensure staff employed at the service was of good character and suitable for the roles they performed. When we checked staff's employment files we found that all the pre-employment checks were completed, references were obtained and DBS's were requested. We found one example where there was no employment history available for one staff member. However the manager has rectified this following the inspection and they fully investigated the gaps in the staff member's employment history. The registered manager also gave us assurances that they will be more vigilant and investigate any gaps for future employees.

There were enough suitably experienced, skilled and qualified staff available at all times to meet people's individual needs. People had been allocated regular staff to promote continuity of care. One person told us, "I get the same staff on a regular basis; you get to know each other."

Staff verbally demonstrated they were able to identify potential risks to people's health, welfare or safety and appropriately managed and mitigated risks to keep people safe. Staff told us that any changes to people's needs were reported back to the office. One staff member said, "I report any changes back to the office." We saw in people's care plans that risk assessments for people and environment had been completed. We saw that there was guidance for staff on how to support people in a safe way.

Staff had received training about safeguarding people from harm. Staff we spoke with were knowledgeable about how to identify any signs of abuse. They knew how to raise concerns, both internally and externally. One member of staff told us, "I would report any concerns to the manager." Another staff member told us, "I would call the office and report concerns." Staff we spoke with were also able to demonstrate that they knew how to escalate concerns to the local safeguarding authorities and CQC. The registered manager ensured that staff who were newly employed were introduced to people so people knew who was visiting them and felt safe when staff arrived at their homes. All the people who used the service required two staff for their support. This meant that there was always a regular staff member present.

There were processes in place to monitor incidents and accidents. Staff were familiar with the reporting and recording procedures. Staff told us they understood that reporting was important to ensure that steps would be taken to monitor and reduce identified and potential risks to people. We found that there had not been any incidents since the last inspection.

The registered manager and staff we spoke with told us that they did not support people to take their medicines. People we spoke with confirmed they were responsible for their own medicines and where required were supported by family members. However staff did apply prescribed creams for people's skin and this was clearly documented and monitored monthly by the registered manager. Staff had been trained

in safe administration of medicines to ensure that if required they were able to support people with their medicines safely. The registered manager carried out regular spot checks to ensure staff carried out their duties as they should and followed best practice.



# Is the service effective?

## Our findings

People who used the service and their relatives told us that staff were kind, compassionate and provided support in a caring way. One person told us, "They [staff] don't rush me and won't leave me until they are happy and they are at the end of the phone if I need them to come back." A relative said, "Delighted with the service, they [staff] are lovely people."

We were told by staff and the people they supported that they had continuity in supporting the same people over a period of time. This gave people the opportunity to develop relationships and to the staff the opportunity to learn people's likes and dislikes. One person said, "They [staff] are absolutely lovely people, they are friendly. You get to know each other." Another person said, "They are my friends and I would hate to lose them." One staff member told us about one person who had used Options Health Care after having a stroke. They originally needed four calls a day however they were no longer using Options Health Care as they recovered and were completely able to manage independently. The staff member told us that it was important to encourage people to do what they could for themselves and to promote independence.

People we spoke with confirmed that staff promoted their independence and supported them to live at home. People and the relatives told us that staff were kind and caring and confirmed they were treated with respect. One person said, "They [staff] always ask me if I'm ok, they explain everything they are doing and they always ask me if I would like a cup of tea." One relative said, "We listen to the carers [staff]; they always ask [person] what they want and they explain to them what's happening. [Person] can be a little outspoken but they [staff] always explain what they are doing. The care comes first."

People who received a service and where appropriate their relatives, were involved in the planning and reviews of the care and support they received. One person commented, "[Name of the registered manager] spoke to me about my care needs and they speak to me regularly to make sure I'm alright." A relative commented, "We are involved with the care." Care plans had guidance for staff about the support people required. Staff we spoke with demonstrated they knew people they supported. One person told us, "They [staff] are so very helpful, I'm very happy with the care. Staff will explain what they're doing and they make sure I'm happy."

Records were stored securely and staff understood the importance of respecting confidential information. They only disclosed it to people such as health and social care professionals on a need to know basis.

## Is the service caring?

### Our findings

People who used the service and their relatives told us that staff were kind, compassionate and provided support in a caring way. One person told us, "They [staff] don't rush me and won't leave me until they are happy and they are at the end of the phone if I need them to come back." A relative said, "Delighted with the service, they [staff] are lovely people."

We were told by staff and the people they supported that they had continuity in supporting the same people over a period of time; this gave staff and people the opportunity to develop relationships and staff the opportunity to learn people's likes and dislikes. One person said, "They [staff] are absolutely lovely people, they are friendly they do my washing and make my lunch. You get to know each other." Another person said, "They are my friends and I would hate to lose them". One staff member told us that one person who had used Options Health Care after having a stroke. They originally needed four calls a day however they are no longer with Options Health Care as they are now completely able to manage independently. The staff member told us that this was important to encourage people to do what they can for themselves and to promote peoples independence.

People we spoke with confirmed that staff promoted their independence and supported them to live at home. People and the relatives told us that staff were kind and caring and confirmed they were treated with respect. One person said, " They [staff] always ask me if I'm ok, they explain everything they are doing and they always ask me if I would like a cup of tea." One relative said about their relative, "We listen to the carers; they always ask her what she wants and they explain to her what's happening. She can be a little outspoken but they always explain what they are doing. The care comes first."

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Records were stored securely and staff understood the importance of respecting confidential information. They only disclosed it to people such as health and social care professionals on a need to know basis.

## Is the service responsive?

### Our findings

People who used the service received personalised care and support based on their individual needs. Staff were very knowledgeable about people's preferences and wishes. People we spoke with were complimentary about the care and support they received and about staff. One person said, "They are flexible and happy to support my needs." One staff member commented, "We look at the care plans and we know what people's needs are. I check that they are happy, when we have completed all the tasks. I ask if there anything else we can do for you."

People received information about the service. In addition people told us they received care and support that met their individual needs. One person told us, "They [staff] make me tea, they are supportive. They help me to wash and they make the bed, they do the general house work; I would be lost without them." A relative told us that their relative had come back from hospital where they had developed a pressure ulcer. They confirmed that strategies had been put in place and that a specialist nurse had been involved and staff supported the person with regular repositioning. As a result of the good care the person received the pressure ulcer healed.

People told us the staff was responsive to their needs. One person told us, "Staff help me with my splints for my hand; they encourage me to wear it." Another person said, "I need two carers as I need to use the hoist to move and they have always sent two carers." Staff told us that any changes to people's needs would be referred back to the registered manager.

People received care, treatment and support from staff that had guidance about people's health and care needs. People's identified needs were documented and reviewed to ensure they received appropriate care. For example guidance on how people required their support. The registered manager told us that they completed pre-assessments to ensure the care people wanted to receive could be met. This included people's needs and preferred times of their care.

People were supported to have their say about the service they received. The registered manager told us that they made regular calls to people to check they were happy with the service. There were also spot checks carried out where people views were sought. People we spoke with confirmed that they had a voice and were happy with the support they received.

There was a system in place to monitor visits; this was to ensure staff carried out the visits to people on time. People and their relatives told us that staff arrived on time and if staff were running late they were contacted to let them know. One person told us, "They [Staff] are always on time." A relative commented, "They come on time within a reasonable time window." One member of staff said, "We have enough travel time and if we are running late we contact the office to let them know. We looked at a random selection of call times and found that calls were on time. The registered manager confirmed that the system they had in place was changing over to an electronic monitoring system to provide a better way to monitor the daily calls.

There was a complaints procedure in place and people told us they knew how to raise concerns. People were aware of how to make a complaint should they needed to. One person told us that they had to contact the office once about an issue. They said, "The issue was resolved quickly for me." A relative commented,

"The communication is good and we know who to talk to if there is a problem." We saw where complaints had been raised the registered manager had responded appropriately. We saw there were also compliments sent by people and their relatives to thank the registered manager and staff for the care and support people received.

## Is the service well-led?

### Our findings

People who used the service told us that the service was well led and they felt listened to. One person said, "[Name of registered manager] is friendly and easy to talk to. She is just a lovely person and will always respond."

The registered manager was knowledgeable about the people who received support from the service. They ensured that staff had the tools, resources and training necessary to meet people's needs at all times. The registered manager was clear about the values and the purpose of the services provided. They told us that they were still involved and supported people with their care. They told us for them the most important thing was that people were happy with the care and support they received."

There were systems in place to monitor the quality of the service. We saw that the registered manager had completed audits of the service to identify where improvements were needed. There were action plans in place to make improvements. For example, care plans were being updated and placed on a new electronic system. The registered manager also explained that the monitoring of the calls would soon be done electronically to ensure a better way to monitor people's daily calls. They said, "I want to make sure we have everything in place to enable us to grow."

The registered manager after the previous inspection employed a person for an administration role at the office as they recognised that they needed this support. They confirmed that having the administrator helped them use their time more effectively and complete their audits and other responsibilities in a timely way.

Staff were positive about the registered manager and felt there was a strong leadership at the service. One staff member said, "The manager is approachable, I can go to them whatever the problem and they will help me." All the staff we spoke with confirmed they felt the registered manager was approachable. One staff member commented, "We are like a little family here. The communication is good." Staff we spoke with understood their roles and felt supported by the registered manager.

The Registered manager told us they had regular meetings with other providers to talk about any concerns or ideas they had. The provider contracted independent organisations that performed audits at the service on a regular basis to ensure they provided a safe and effective service to people. For example there was a regular health and safety audit done by the independent auditors. The register manager attended conferences and was a member of the local authority which provided them with access to training. The registered manager sent out surveys and made regular telephone calls to ensure people were happy with the service. There was also an out of hour's service operated at the service for people. This gave people the opportunity to call any time they needed support outside their agreed calls.