

Prestige Care 247 Ltd

Prestige Care 247 Ltd

Inspection report

65 Church Lane
Barwell
Leicester
Leicestershire
LE9 8DG

Tel: 01455363500

Website: www.prestigecare247.co.uk

Date of inspection visit:

05 June 2019

07 June 2019

10 June 2019

Date of publication:

17 June 2019

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: Prestige Care 247 Ltd is a domiciliary care service that was providing personal care to 19 people at the time of the inspection.

Prestige Care 247 Ltd is registered to provide care to children, younger adults, older people, people with dementia, physical disability, people with a learning disability or autistic spectrum disorder and people that misuse drugs and alcohol.

People's experience of using this service.

People remained happy with the care and support they received. They had developed positive relationships with staff and the management team who kept them safe from harm or abuse. People received their medicines on time and were supported by staff that had been safely recruited, had adequate training to meet their needs and a good knowledge of risks associated with providing their care.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive ways possible; the policies and systems in the service supported this practice. Their independence was promoted, and they received individualised support from staff that knew them well. People were supported to eat and drink enough and to attend healthcare appointments when needed.

People had personalised plans of care in place to enable staff to provide consistent care and support in line with people's personal preferences. Care hours were provided as people requested them and the service was flexible to people's changing needs. People knew how to raise a concern or make a complaint and felt confident these would be addressed.

People told us they were supported by staff that were kind and caring and promoted their independence. People told us they were well treated; needs relating to equality, diversity needs, privacy and dignity were respected, and people were fully involved in all decisions about their care.

People knew the management team by name. The management team were in regular contact with people receiving care to seek feedback on their care experience and to ensure any issues were promptly addressed. The management team had a good oversight of the service. Quality assurance systems and processes enabled them to identify areas for improvement. The management team were passionate about providing person centred care.

The service met the characteristics for a rating of "good" in all the key questions we inspected. Therefore, our overall rating for the service after this inspection was "good."

Rating at last inspection: Good (Report published 20 October 2016). The rating has remained the same.

Why we inspected: This was a planned inspection based on the previous rating.

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.

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

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 safe.

Details are in our Safe findings below.

Is the service effective?

Good ●

The service remains effective.

Details are in our Effective findings below.

Is the service caring?

Good ●

The service remains caring.

Details are in our Caring findings below.

Is the service responsive?

Good ●

The service remains responsive.

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service remains well-led.

Details are in our Well-Led findings below.

Prestige Care 247 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 (the Act) as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team.

The inspection team consisted of one inspector.

Service and service type.

Prestige Care 247 Ltd is a domiciliary care service. It provides personal care to people living in their own homes. Not everyone using Prestige Care 247 Ltd received the regulated activity; the Care Quality Commission (CQC) only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do, we also take into account any wider social care provided. At the time of our inspection, 19 people were receiving personal care.

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.

The inspection was announced. We gave the service two days' notice of the inspection visit because the service is small, and the manager is often out of the office supporting staff or providing care. We needed to be sure that they would be in.

Inspection site visit activity started on 05 June and ended on 10 June 2019. We visited the office location on 05 June to see the manager and office staff; speak with care staff and to review care records and policies and procedures. We spoke with people receiving care and their relatives on 07 and 10 June 2019.

What we did.

The provider completed a Provider Information Return (PIR). 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. The provider returned the PIR in September 2018, we took this into account when we made judgements in this report.

During this inspection we spoke with three people who received personal care, and three relatives. We also received feedback electronically from one relative. We spoke with the provider, registered manager, business manager and four members of care staff.

We reviewed four people's care records and three staff files. We reviewed other documents relating to the management of the service such as audits, rota's and training records.

Is the service safe?

Our findings

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

Good: People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- People confirmed they felt safe receiving care from Prestige Care 247 Ltd. One person told us, "I feel safe and secure with the care staff." A staff member told us, "People definitely receive safe care, they [management team] bend over backwards to make sure people are safe and help outside of people's care hours."
- Safeguarding systems and processes were in place and embedded in practice. Staff knew how to recognise abuse and protect people from the risk of abuse.
- The registered manager was aware of their responsibility to liaise with the local authority if safeguarding concerns were raised. There had not been a need to raise any concerns with the local authority.
- A whistleblowing policy was in place. Records showed staff had confirmed they understood what action to take if they had any concerns about staff practice.

Assessing risk, safety monitoring and management

- Risk assessments were completed and updated as required. People, relatives and staff told us they notified the management team if there was a change in their needs.
- Staff were aware of risks associated with people's health and wellbeing. One person's care plan detailed the action staff needed to take if their medical condition became unstable.
- A risk assessment had been completed with one person that identified risks and measures to be put in place to reduce these during a holiday. This provided staff with enough information to support the person safely and to have an enjoyable holiday.
- The service ensured equipment used by care staff had been serviced. Staff told us they knew to check equipment had been serviced prior to using it.

Staffing and Recruitment

- People confirmed they had not experienced any missed calls and staff were on time. A relative told us, "They [staff] arrive on time and stay for the full allotted time." A staff member told us, "The management team make sure staff are staying for the allocated time. They can see on the [electronic monitoring system] where you are. You cannot log in and pretend you are [at person's home] as they can clearly see."
- There were sufficient staff employed and people were supported by staff that knew them well.
- Safe recruitment checks had been undertaken to ensure people were protected from being supported by unsuitable staff. This included seeking an enhanced disclosure and barring service (DBS) check and references from previous employers.

Using medicines safely

- Medicines systems were organised, and people told us they received their medicines on time and as

prescribed. A relative told us, "The time they [staff] come is important for [Name] medicine as [Name] has so many tablets. Staff are always on time."

- Records showed staff did not give people medicines until they had been assessed as competent to do so.
- Medicines administration was audited regularly by the management team. During a medicine audit, the registered manager had identified one person was regularly declining one of their medicines. With the person's permission the registered manager contacted the GP to amend their prescription.

Preventing and controlling infection

- Staff had a good knowledge of infection control requirements.
- People told us, staff used personal protective equipment (PPE) appropriately, such as gloves and aprons. One staff member told us, "We always use gloves and aprons and if we have any infection control concerns we will report back to the management team."

Learning lessons when things go wrong

- There had been no accidents since the last inspection. The registered manager told us, accidents and incidents would be documented in the daily notes by staff and reported to the office. An investigation would then be undertaken to identify any learning.
- One person had experienced a utility leak outside of their call time. Following this the management team updated people's care plans to ensure the location of shut off valves were recorded in people's care plans to assist care staff in the event of a utilities leak.

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.

Good: People's outcomes were consistently good, and people's feedback confirmed this.

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

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, and found they were.

- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. One staff member told us, "The Mental Capacity Act is covered in training. Everyone has a right to make a judgement." Another staff member told us, "I always offer people choices."
- Staff respected people's right to make unwise choices. Such as eating unhealthy foods that may impact on their health condition.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed before receiving care from Prestige Care 247 Ltd. Care plans and risk assessments were developed by the management team and added to as staff got to know people's.
- People's needs were detailed in their care plans. This included the support required in relation to their culture, religion and preferences.

Staff support: induction, training, skills and experience

- An induction process was in place for new staff. This included shadowing more experienced members of staff until they were assessed as being competent.
- All staff accessed training the provider deemed as mandatory and records showed training was refreshed as needed.
- The management team were passionate about developing staff to enhance their skills and had identified additional roles for staff to undertake to enable them to undertake a higher level National Vocational Qualification (NVQ) in Health and Social Care. An NVQ is a work-based qualification which recognises the skills and knowledge a person needs to do a job.
- Staff told us they felt supported by the management team and could approach them at any time should they need support. Records showed spot checks to review staff's practice was undertaken regularly. One staff member told us, "I have had supervision, regularly, I find them helpful and generally they [management team] act on everything you've said." Supervisions occur between staff and the management team to review their work and to develop staff.

- Staff were sent a questionnaire monthly to test their knowledge on subject relevant to their role such as safeguarding. Records showed, that if a question was answered incorrectly additional training and support was provided.

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

- People's care plans reflected the support they needed to eat and drink enough and people were supported with preparing and eating meals where this was needed. One person told us, "I have porridge for my breakfast, someone [care staff] mentioned there is a new banana and strawberry porridge and they will get me one to try." One staff member told us, "We leave drinks for people... we need to keep reminding one person to have a drink as they are not a big drinker."
- At each visit care staff checked whether people had enough food and drink available.

Supporting people to live healthier lives, access healthcare services and support. Staff working with other agencies to provide consistent, effective, timely care.

- Staff knew people well and recognised when people needed healthcare support. The management team co-ordinated appointments with professionals such as the GP, and district nurses.
- People were supported to attend healthcare appointments as needed. One person told us, "I went to hospital the other day, [Name of care staff] was with me. I called [Registered manager] so the care staff could stay an hour longer." Another person told us, "When we were at the hospital, I couldn't remember all the information so [care staff] showed them [information about health needs] on the electronic device."
- People's care needs continued to be met while they were in hospital if this was their wish.

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.

Good: People were supported and treated with dignity and respect; and involved as partners in their care.

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

- Staff were kind and caring. One person told us, "The carers cheer me up and jolly me along. My life has had more quality in it since they have been [visiting]." A relative told us, "Staff always greet [Name] with a smile."
- People and staff had developed caring relationships together and enjoyed each other's company. A relative told us, "The people employed by this company as carers obviously love their work and take pride in what they do." A staff member told us, "I like making people happy, it is really important." Another staff member told us, "I treat everyone as if they are my family."
- People knew who would be attending to support them. A relative told us, "We get a copy of the rota, so we know who is coming." A staff member told us, "We are introduced to the person before delivering the care, they [people] know who is coming and you get to know people's routine."
- People gave examples of staff going the extra mile to meet their needs. One person told us, "Care staff will get me new foods to try when they are out doing their shopping, I do appreciate that...The little things can add up to being more important than the big things."
- Staff completed training in equality and diversity and were committed to ensuring people's equality and diversity needs were met.
- People's cultural and religious needs were detailed in their care plans. A staff member told us, "We drop [name] off at a church meeting so they can have lunch."
- People's equality and diversity needs were respected. The management team told us, they had addressed discrimination towards care staff by people using the service.

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

- People were in control of their care and told us staff did not do anything without their permission.
- People who received care from Prestige Care 247 Ltd did not require the support of someone to help them speak up about their care.

Respecting and promoting people's privacy, dignity and independence

- People's privacy and dignity was respected. A staff member told us they hold a towel around one person, so they can wash themselves while preserving their dignity. We saw a compliment that said, "Thanks to your employees who provided an excellent service especially [Name of staff] who treated [Name of relative] with respect and dignity at a difficult time. [Name of staff] kind words were exceptional."
- People and their relatives felt comfortable with staff supporting them in their home. One relative told us, "They [staff] respect our home."
- People were empowered to be independent. A staff member gave an example whereby through their support a person was able to put pieces into a jigsaw puzzle independently.
- Staff recognised the importance of confidentiality. Records were stored on a secure electronic record

keeping system.

Is the service responsive?

Our findings

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

Good: 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

- Care plans had been reviewed regularly and as people's needs changed. Staff were alerted to changes to care plans via a secure messaging system. A staff member told us, "Before you go to provide care, you need to read the [person's] care plan for any changes."
- People received support from a small and consistent team of care staff; this meant people and staff had built positive relationships together. One person told us, "When I started I wanted the same carers and they [provider] have done that."
- People's preference for care delivery had been considered and their care was tailored to their individual needs. For example, one person requested an evening call at 11pm as they liked to watch TV late into the evening and did not wish to go to bed at an earlier time.
- People were matched to care staff with similar interests and people's preference for gender specific staff was respected. One person received care from a male staff team. A staff member told us, "[Registered Manager] tries to match you [care staff] with people with similar interests."
- People were in control of their care and their care plans reflected their preferences, routines and how staff could best support them. One person told us, "In my care plan it says housework and anything [Name] wants doing." A staff member told us, "One person has a particular colour they do not wear, it is in the care plan and the staff know. Another person has a favourite cup. We made sure that is in their care plan."
- People told us care was not rushed and staff met all their needs. A staff member told us, "You can get everything done you need to and more, we have time to sit and chat to people." Support was flexible to people's needs. One person told us, "[Registered manager] asks what hours would you like? I let them know and most of the time they can meet the hours, the flexibility is good. A staff member told us, "If someone says I want to go out today till 5pm and their call is only until 2pm, that gets sorted so you can stay longer."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People's communication needs were detailed in their care plans, and staff knew how to communicate effectively with people.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported by staff that knew about their hobbies and interests. A staff member told us, "One person loves animals, I took [name] out for a few hours to the local park, there were lots of dog walkers. I didn't realise how much [name] loved dogs, it was really nice to share that moment with [Name.]" Another

staff member said, "I talk with people about their life histories, we have such a lovely [person] that was a [military professional] ... They played the trumpet and bugle for me this morning."

- People were supported with their appearance. A staff member told us, "[Name] likes their hair doing, another person has beautiful nails... we paint [names] nails and make sure [name] looks smart."

Improving care quality in response to complaints or concerns

- The service had a policy and procedure in place to manage complaints. They had not received any complaints. People told us, if they had concerns they contacted the management team and they were promptly resolved. One person said, "I had a problem accessing [information on email]. They [management team] post them to me now or pop them in so that's better."
- Everyone receiving care from Prestige Care 247 Ltd was given a 'Service user guide' this contained information advising them how to make a complaint.

End of life care and support

- At the time of the inspection, Prestige Care 247 Ltd was not providing care to people at the end of their life. The registered manager told us, they would support people to remain at home at the end of their life should this be their preference and would seek advice from health professionals as to how best to support people individually.

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.

Good: 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 with openness; and how the provider understands and acts on their duty of candour responsibility

- We found the manager and staff team to be passionate about person centred care. People were at the centre of everything the service did. The registered manager ensured people were involved with their care and staff understood the need to treat people as individuals and respect their wishes. One staff member told us, "One of the things I really like about this company... is that [Registered manager] knows every single [person] personally. People are not just a number."
- The provider met the regulatory requirement to be open and transparent with people using the service when things went wrong and were open and honest with us during our inspection.
- People, relatives and staff knew the management team by name and contacted them with any concerns or queries. A staff member told us, "The communication is fantastic. If there are ever any issues, they are resolved immediately. The manager is very fair and gets things done."
- Staff were proud of their work and felt valued by the management team.

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

- The registered manager understood their regulatory requirements, including displaying the CQC's rating of performance at the providers place of business and on the provider's website and submitting legally required notifications. The location was compliant in these areas.
- Staff were clear about their roles and responsibilities towards the people they supported and felt listened to. They had regular supervisions and 'spot checks' of their work were undertaken which ensured they provided the care and support at the standards required.
- There were effective systems in place to monitor the quality and standard of the service. The provider had established audits relating to the running of the service. These included care records, medicine administration, medicine competence, spot checks and policies.
- People, relatives and staff gave positive feedback regarding the management team. A relative told us, "They [management team] respond promptly to any communication and deal with any queries swiftly and are very courteous... I cannot praise them highly enough for everything they do for both me and my relative." A staff member told us, "I can honestly say, this is by far the best company I have worked for, as the managers know all the [people] and cater for people's individuality. People can call at any time and would be happy to let the manager any concerns."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The management team were in regular contact with people to check they were happy with their care. One person told us, "[Name of provider] always asks how staff were and checks everything was ok when they have been."
- The provider utilised an external website to collate people's feedback. We saw people and their relatives had rated the service 9.9 out of 10. One person told us, "I picked [Prestige Care 247 Ltd] as I read reviews on the internet." We saw compliments such as, 'A great service from a great team', 'All carers were very good and definitely went the extra mile' and 'I cannot praise them highly enough'.
- Without exception people, their relatives and staff told us they would recommend the service. One person said, "I would recommend them, they [management team] are always at the end of the phone if you need anything or have any trouble, if you are worried about anything they will come and sort you out. This week I have been concerned about my [relative], they have been really kind and [Registered manager] has been calling me to check I'm ok."

Continuous learning and improving care

- The provider had implemented improvements since the last inspection such as the introduction of company cars. The management team told us this meant they could be assured the cars were road worthy and staff always had access to a reliable vehicle. A staff member told us, "The company cars are brilliant, such a relief. I don't have to worry about my own and insurance. I use a car every day."
- The providers business continuity plan was regularly reviewed to ensure risks were identified and acted upon. For example, a contingency plan was in place for bad weather and failure of the electronic record keeping system.
- The electronic record keeping system enabled the management team to identify any concerns. For example, they had identified due to roadworks travel time was not enough between calls and adjusted the rota for an interim period to resolve this.
- The provider was committed to supporting staff to develop in their roles. A staff member told us, "I am proud to think they [provider] want to help me achieve my level 5 [NVQ], they have confidence in me."

Working in partnership with others

- The provider and registered manager worked closely with the local authority commissioners and safeguarding authority to ensure the service developed and people remained safe.
- Staff worked closely with other health professionals such as speech and language therapists, community nurses and GPs which enhance the health and well-being of people.