

The Care Bureau Limited

# The Care Bureau Domiciliary and Nursing Agency Kettering

## Inspection report

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16 February 2021  
19 February 2021

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## Ratings

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

# Summary of findings

## Overall summary

### About the service

The Care Bureau Domiciliary and Nursing Agency Kettering is a domiciliary care agency providing personal care to people in their own homes. At the time of inspection, the service was supporting 70 people.

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.

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

People were supported to access a COVID-19 test when displaying symptoms.

People told us that staff wore appropriate PPE when supporting them.

The provider had clear policies and procedures in place for staff to follow for infection prevention and control and the use of personal protective equipment (PPE).

Staff were trained in preventing infection and control. Staff competency in following safe infection control practices had been regularly checked.

Staff had access to regular testing for COVID-19 and considerations had been made for staff who were deemed at higher risk of COVID-19.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 17 July 2018).

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about infection prevention and control. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Care Bureau Domiciliary and Nursing Agency Kettering on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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?

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

# The Care Bureau Domiciliary and Nursing Agency Kettering

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about infection prevention and control.

#### Inspection team

The inspection was carried out by an inspector, assistant inspector and Expert by Experience.

The assistant inspector and Expert by Experience conducted telephone calls to people who used the service and staff.

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 homes.

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

We gave the service 24 hours' notice of the inspection. This was to ensure the registered manager would be in the office to support the inspection.

Inspection activity started on 16 February 2021 and ended on 19 February 2021. We visited the office location on 16 February 2021.

#### What we did before the inspection

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

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.

#### During the inspection

We spoke with eight people who used the service and two relatives about their experience of the care provided. We spoke with 11 members of staff including the registered manager and care workers.

We reviewed a range of records in relation to infection prevention and control including policies and procedures and staff supervision forms.

#### After the inspection

We continued to seek clarification from the provider and registered manager to validate evidence found.

# 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 check a specific concern we had about the management of infection prevention and control, including COVID-19.

### S5 Preventing and controlling infection

- People were supported to access a COVID-19 test when displaying symptoms. Staff told us that they were not always informed when a person was displaying symptoms or waiting for a COVID-19 test result. However, staff told us that they wore additional PPE such as eye protection as a precaution as advised to by the provider. One staff member said, "I always wear a mask, gloves and apron, if [people] haven't got symptoms or no one in the household has symptoms, then I usually wear goggles. If there was anyone with symptoms, it would be a visor and goggles."

We recommend that the provider reviews its processes to ensure that people, relatives and staff inform the registered manager when a person has suspected or confirmed COVID-19, to ensure that the relevant staff are informed to enable them to implement the use of additional PPE when supporting people as per the national guidance.

- The provider had clear policies and procedures in place for staff to follow for infection prevention and control and the use of personal protective equipment (PPE). Staff told us that they had access to the policies and were informed of any changes.
- Staff demonstrated an understanding of the use of personal protective equipment (PPE) and people told us that staff wore the appropriate PPE when supporting them including masks, gloves and aprons. One person said, "[Staff] have the masks, gloves, aprons and now the goggles on. I have seen them change their gloves between jobs."
- Staff were trained in preventing infection and control and demonstrated a good understanding of their role in protecting people from infections. The registered manager was looking into arranging additional training from the local infection prevention and control team. Staff competency in following safe infection control practices had been regularly checked.
- Staff had access to regular testing for COVID-19 and considerations had been made for staff who were deemed at higher risk of COVID-19.
- The provider had a contingency plan in place to be used in the event of an infection outbreak.