

Pioneering Care Bicester 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 well-led?

Good ●

Summary of findings

Overall summary

About the service

Pioneering Care is a domiciliary care agency providing care to people in their own homes in the Oxfordshire area. At the time of our inspection 38 people were receiving the regulated activity of personal care from the service. Not everyone using the service received personal care. CQC only inspects where people receive personal care, which 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 kept safe from abuse and harm, and staff knew how to report any suspicions concerning abuse. The service had systems to report and investigate concerns. Risk assessments identified how potential risks should be managed to reduce the likelihood of people experiencing harm. Staff understood the risks to people and delivered safe care in accordance with people's support plans. There were enough staff to keep people safe and meet their needs. Robust recruitment processes aimed to ensure only suitable staff were selected to work with people.

People told us staff were mostly punctual, and no one told us they had experienced a missed visit. People were informed when their care visits would be taking place. Support visits were monitored through an electronic monitoring system that alerted management if staff were running late.

People, and staff spoke positively of the management; they found them approachable and supportive. Staff were given appropriate responsibility which was continuously monitored and checked by the registered manager. There were effective systems to monitor, maintain and improve the quality of the service. The registered manager welcomed the inspection and engaged fully in the inspection process. They were open and honest and encouraged staff to do the same. For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was Good (published 27 March 2020).

Why we inspected

The inspection was prompted in part due to concerns received about poor care, staff working without using Personal protective equipment (PPE) correctly, people being verbally abused, poor management and a closed culture within the service. A decision was made for us to inspect and examine those risks. As a result, we undertook a focused inspection to review the key questions of Safe and Well-Led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please

see the Safe and Well-Led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Pioneering Care Bicester Limited on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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

Details are in our Safe findings below

Is the service well-led?

Good ●

The service was well-led

Details are in our Well-Led findings below

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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. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection was carried out by one inspector and two Experts 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 homes. The service had a manager registered with the Care Quality Commission (CQC). This means the provider and registered manager were legally responsible for how the service is run and for the quality and safety of the care provided. The new manager was in the process of registering with CQC.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or manager would be in the office to support the inspection.

Inspection activity started on 27 June 2022 when we started calls to people using the service. We visited the location's office on 29 June 2022.

What we did before the inspection

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. Prior to our inspection, we reviewed information we held about the service. This included any information received and statutory notifications. A notification is information about important events which the provider is required to send us by law. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

During the inspection, we spoke with 14 people using the service and 23 relatives. We contacted eight care staff and spoke with the Registered manager, the compliance officer and the provider. We reviewed a range of records relating to people's care and the way the service was managed. These included care records for six people, staff training records, four staff recruitment files, quality assurance audits, incidents and accidents reports, complaints records, and records relating to the management of the service. We also contacted the local authorities to obtain their views of the service.

Is the service safe?

Our findings

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

At our last inspection we rated this key question Good. At this inspection the rating for this key question has remained Good.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe. People's comments included: "Yes, I feel safe. They [staff] behave quite normally. Nothing untoward happens. Very happy with them," "Very much so. [Staff are] safe and competent," "Yes, I feel safe. [staff] always asking how I am feeling. If I need them to, they will do anything for me" and "Yes, I feel safe, very safe."
- Staff had received training in safeguarding adults and understood their responsibilities to identify and report any concerns. They were aware that incidents of potential abuse or neglect should be reported to the local authority. One staff member said, "If I have concerns regarding abuse I will reported to my direct manager and if need it to the Safeguarding team and to Oxfordshire County Council." When asked, people or relatives we spoke with said they had not received any verbal abuse.
- Systems were in place to safeguard people from harm and abuse. The registered manager told us that all safeguarding concerns would be recorded and investigated by the service. Records confirmed safeguarding concerns were thoroughly investigated and learning used to improve the service.

Assessing risk, safety monitoring and management

- Risks assessments were in place to help keep people safe. The manager had completed risk assessments for people that contained guidance for staff to manage the risks. These included risks associated with mobility, eating and drinking and environment.
- Presenting risks were regularly reviewed to ensure people were safely supported. People were supported by regular staff who understood their needs and could respond swiftly as and when the person's needs and risks changed.
- People and their relatives spoke about risks assessments. Their comments included; "Yes they carried out a risk assessment, they respect my freedom" and "Yes there's a risk assessment for mobility. Any issues with this and I am informed."

Staffing and recruitment

- People told us staff were mostly punctual and completed all care tasks during the visit. Where staff were running late people told us they were usually informed. No one reported missed visits. Their comments included; "No missed calls and there are sufficient number of carers" and "They can be short staffed occasionally, but I always have care."
- Staff recruitment checks including criminal checks with the Disclosure and Barring Service were carried out to ensure people were protected from being supported by unsuitable staff. The service also sought references and other background information, such as permission to work in the United Kingdom and identity checks.
- There were sufficient numbers of staff available to keep people safe and meet their needs. A member of

staff told us, "Yes, there's enough staff to meet all needs." We saw planned staffing levels were consistently maintained. This included where two staff were required to support people.

Using medicines safely

- Records relating the administration of medicine were accurate and up to date. Body maps were used to manage the application of prescribed creams.
- People received their medicines as prescribed. Most people using the service managed their own medicines with the help of their relatives. However, one person told us, "They help me with medication and using creams. I get them on time. Yes, they record that and everything."
- Staff told us, and records confirmed staff had been trained in administering medicines safely. Spot checks were conducted to ensure staff followed safe practice. One staff member said, "Medication competency assessments are done every year after the full medication training or sooner in case of a medication error."

Preventing and controlling infection

- People told us staff used correct PPE and followed safe infection control practice. Their comments included; "They wear gloves and they wash their hands," "Yes, PPE and wash hands" and "Yes, PPE when appropriate."
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for staff.
- We were assured that the provider was using PPE effectively and safely.

Learning lessons when things go wrong

- Systems were in place to record and investigate accidents, incidents.
- Learning was used to improve the service. For example, one relative commented on changes to a person's care. They said, "I have spoken to them about changes and they were quick to respond. They learnt from the experience."

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.

At our last inspection we rated this key question Good. At this inspection the rating for this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People and their relatives told us the service was well-led and delivered high quality care. Their comments included; "[Registered manager} comes out to see if everything is fine. They go above and beyond. Absolutely person centred," "This service is wonderful," "They deliver high quality care," "I would say high quality care. I would recommend them" and "Very efficient, I can't fault them."
- It was evident throughout the inspection that the manager worked closely with staff and external professionals to offer a good service and to review practices to drive improvements. They engaged with the inspection in a very positive way and reflected on how they were managing the service and the improvements they wanted to make. We found the registered manager to be open, honest and transparent and they were keen to show us how the service performed and where they could learn and improve. Our findings did not corroborate the concerns we had received before this inspection about poor management practices and a closed culture
- Staff felt the management team were supportive, fair and understanding. A staff member told us, "The management team is amazing, I haven't ever felt more supported professionally." Another said, "The managers are always available if I need to have a chat or a moan."

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

- There was a range of checks and audits to monitor the quality and safety of the service and to help drive improvements. These included checks on risks to people, care plan reviews, spot checks and regular quality visits to people's homes. Action was taken to address any identified issues. For example, one audit identified a person had not taken a certain, as required (PRN) medicine for three months. The registered manager immediately arranged for a review of this person's medicines to be conducted.
- Leadership at the service had a clear vision of how they wanted the service to run and put people at the centre of what they did.

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The manager was responsive to issues and concerns; they completed robust investigations and understood their responsibility to be open and honest if things went wrong. One relative told us about how certain staff were not completing all the required care tasks. They said, ""Yes, they learnt lessons. No one [completed certain care task] and one or two other issues. They apologised and amended the care notes to include these things."

- The manager and provider understood the 'Duty of Candour.' This regulation sets out specific requirements that providers must follow when things go wrong with care and treatment. These include informing people and their relatives about the incident, providing reasonable support, providing truthful information and an apology when things go wrong.

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

- People and their relatives were encouraged express their opinions via the telephone or during visits. One person told us, "They respond to suggestions."
- Staff had a clear understanding of their roles and their day to day work was steered by the people they supported. Staff were had opportunities to develop their skills to ensure provision of better quality of care.
- The provider had stated their commitment to equal opportunities and diversity. Staff knew how to support people without breaching their rights.

Continuous learning and improving care; Working in partnership with others

- People spoke about partnership working to support their care. Comments included; "They have been helpful with the GP" and "They have worked with the mental health team."
- The management team worked with healthcare services and local authority commissioners. This enabled people to access the right support when they needed it and we saw working collaboratively had provided staff with up to date professional guidance.
- The registered manager was a member of the Oxfordshire Association of Care Providers (OACP). This organisation provides support and information to care providers in Oxfordshire.