

FY Care Limited

# FY Care Limited

## Inspection report

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Blackpool  
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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?

Outstanding ☆

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

FY Care Limited provides domiciliary services to people who require care and support in their own home at the time of our inspection. The service supported four people at the time of inspection. The office is based in Blackpool town centre. FY Care Limited will be referred to as FY Care within this report.

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

The registered manager developed a highly person-centred, compassionate service, providing additional care at their own cost. They recognised people required considerable input to ensure they were able to meet their needs. Those we spoke with talked about how staff shone in supporting them to maintain their dignity and self-worth. One person said, "They saved my life." People using the service and their relatives consistently described a registered manager who excelled at helping them make day-to-day decisions. A relative stated, "They are a warrior." The registered manager fostered a highly inclusive ethos with a genuine desire to celebrate difference and individuality.

Sufficient staff were employed to meet each person's agreed care package. People were fully informed at the point of access about raising any concerns related to their care. Staff were trained and competency-checked to ensure they managed people's medicines safely.

People's requirements were assessed, and a care package agreed with them to meet their needs. Staff assisted each person to eat healthy, nutritious food. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff demonstrated a good awareness of assisting each person within the principles of the Mental Capacity Act. This was underpinned by an extensive training programme.

Care plans were highly detailed and tailored to each person's specific needs and preferences. People's social development was placed at the centre of their packages of care. People were provided with information about raising a complaint.

People using the service and their relatives stressed FY Care was a very good service because there was strong, caring leadership. Robust systems were in place to assess service quality and safety and maintain everyone's safety and welfare. The registered manager told us they were very keen to retain people's voice in service improvement.

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 and update

This service was registered with us on 20/11/2019 and this is the first inspection.

#### Why we inspected

This was a planned inspection based on the service's registration date. We did not inspect the service before this inspection because the provider only started supporting people within the last few months.

#### 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?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Outstanding ☆

The service was exceptionally caring.

Details are in our caring findings below.

### Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# FY Care Limited

## 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 Care Act 2014.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

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

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 48 hours' notice of the inspection. This was because it is a small 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 held about the service. We sought feedback from the local authority commissioning team. 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 FY Care and made the judgements in this report. We used all this information to plan our inspection.

#### During the inspection

We spoke about FY Care with one person, two relatives, three staff and the registered manager. We also received a written document from one relative with their experience of the care provided. We looked at

records related to the management of the service. We checked care records and looked at medication procedures; staffing and recruitment; infection control protocols; environmental hygiene and safety; people's feedback; leadership; and quality oversight.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed a care record, quality assurance documentation and the training matrix.

# Is the service safe?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

- The provider employed sufficient staff to meet each person's agreed care package. A staff member told us, "Everything I've wanted in a job supporting people I've got. We have the time to spend with people. It's all geared to helping improve their lives and wellbeing."
- The registered manager used safe recruitment procedures to employ staff suitable to work with vulnerable people. Staff stated their recruitment was professional and they completed a thorough induction programme.

### Systems and processes to safeguard people from the risk of abuse

- The registered manager fully informed people at the point of access about raising any concerns related to their care. Staff had safeguarding training to underpin their skills and were able to describe their responsibilities, such as reporting concerns to appropriate agencies. Staff told us they were confident in identifying any safeguarding concerns.

### Using medicines safely

- The registered manager trained and competency-checked staff to ensure they managed people's medicines safely. They were able to describe good practice, such as when an individual refuses their medicines. One staff member stated, "You can't force someone, it's their right as long as you properly explain what it's for and why it's important. I just inform the GP and their keyworker."

### Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People and their relatives stated they felt safe receiving a package of care from FY Care. One relative commented, "After all the long years of my [relative] slipping through the net and services just giving up on him we get to FY Care. Finally, I can relax that he is in safe company."
- The registered manager explained in developing the service, they were very keen to retain people's voice to improve care delivery. They gave an example of one person who was not known to be unsafe with kitchen equipment, but they used a minor incident to reflect on lessons learnt. They said, "It made us strip their care plan and risk assessments right back to ensure we really were meeting their needs."

### Preventing and controlling infection

- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.

# 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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law; Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The registered manager assessed people's requirements and agreed with them a care package to meet their needs. Staff understood a multi-disciplinary approach to care optimised healthy lifestyles. A relative said, "For the first time in my [relative's] life there is joint working between all the services and he is starting to improve. That was only achieved by [the registered manager's] tenacity."

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

- Staff supported each person to eat healthy, nutritious food as part of agreed packages of care. They focused on developing people's skills in the kitchen and maintain their independence and cook safely.
- People stated they felt a sense of achievement at being able to cook for themselves. One person told us, "[A staff member] is fantastic because they are so encouraging and I'm getting better at cooking for myself."

Ensuring consent to care and treatment in line with law and guidance; Adapting service, design, decoration to meet people's needs

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. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA

- At the time of our inspection, there were no authorised DoLS intended to support people to safely meet their needs. Staff demonstrated a good awareness of assisting each person within the principles of the MCA. A staff member explained, "We have a client who has refused treatment so we just support them to have the best life they can have, but also one they are in control of."

Staff support: induction, training, skills and experience

- The registered manager developed a wide-ranging training programme during induction, along with



regular refresher courses. Staff said they had good levels of training. A staff member told us, "I want to do mental health training in more detail, and I know I will be given support to do that."

# 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.

This is the first inspection for this newly registered service. This key question has been rated outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

Respecting and promoting people's privacy, dignity and independence

- The registered manager developed a highly person-centred, compassionate service, where people were at the heart of their own care. One person we spoke with talked about how staff shone in supporting them to maintain their dignity and self-worth. They told us, "When I say carers go above and beyond, it doesn't even begin to describe how wonderful these people are." A relative added, "After years of failed services and seeing my [family member] deteriorate, in the short time they have been with FY Care they are a different person, they are the person I knew and loved."
- Staff supported one person to move into their flat for several weeks before they had an agreed care package. They also gave additional assistance beyond the funded time, often doubling the number of visits per week. The person stated, "I was very anxious about the move, but within days I chilled out because I knew [a staff member] and [the registered manager] were at the end of the phone day or night." The extended support was delivered at the provider's own cost because they recognised the individual required considerable input to meet their needs. A staff member explained, "It meant the transition was a huge success. [The person] moved from an inappropriate setting to a place of safety they could call their own."
- Everything was geared towards optimising people's self-respect, desires and wishes to fully rebuild and greatly enhance meaning to their lives. For example, the registered manager worked with a person to secure a nearby flat for their relative, who was in poor health, to move in. They had a profound relationship and this exceptional action was enabling them to stay very close to retain the family unit. A relative commented, "It's more than just your basic care with this company. The manager and staff provide outstanding care and are a beacon to other services."
- The registered manager engaged at length with people to develop highly personalised care plans centred on regaining and advancing their independence. For instance, they delivered close input for a person with substance misuse and mental health conditions, providing them with food, clothes and toiletries. They nurtured the individual to develop from severely poor social and personal care skills to almost self-caring within only a few weeks.
- Staff engaged with each other through detailed daily logs that gave a clear story of people's physical and social health. This included their achievements, no matter how small, to help them and their relatives gain deep insight into their progress. An employee said, "Our communication has to be excellent because it's essential to teamwork and understanding any changes. That helps me adapt and work better with the clients, which reminds me why I do the job I love."

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

- The registered manager planned and agreed care with people and their representatives in an

exceptionally inclusive way. This commenced at the first point of contact through to the start of care packages and beyond. One person explained they attended the office often two or three times a week before accessing care. Staff strongly encouraged this to enable the individual to have a coffee and a chat, thereby getting to know them and how the service worked. The person told us, "It was fantastic. They helped me feel relaxed, accepted and part of something."

- Care records were highly detailed without overwhelming the reader, giving unique insight into each person. This provided staff with clear guidance, assisting them to very quickly get to know people's background and personalities. The registered manager obtained information over a very short period of time. This indicated they had gone to great lengths to engage with people, understand their needs and provide the best possible care. One employee said, "Even the smallest piece of information helps me adapt to subtle changes in the client's mental health."
- People and their relatives consistently described a registered manager who excelled at helping them make day-to-day decisions. A relative stated their family member had struggled to access services for many years, describing it as being 'stuck on a carousel.' They added, "Then we met [the registered manager]. They barraged services and the local authority; they didn't care if they got a 'bad name' because they understood what my [relative needed]. They are a warrior."

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

- The registered manager fostered a highly inclusive ethos with a genuine desire to celebrate difference and individuality. They and their staff had an excellent awareness of the impact their approach had on people with a protected characteristic, as defined in the Equalities Act 2010. One person stated, "They have been incredible in helping me to feel comfortable and safe to finally be free to be myself."
- A community-based care facility was being planned for people identifying as LGBT+ because the registered manager had learned there was considerable local need. They commented, "No individual should have to face inequality on their own. FY Care consider it a social responsibility to bridge the gap in providing a meaningful service."

# Is the service responsive?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- The registered manager created highly detailed care plans tailored to each person's specific needs and preferences. This enabled staff to get to know people and assist them in the way they preferred to be supported.
- Staff established choice and control in care planning by fully involving people and their relatives. A family member said, "They talked with both of us in great detail and in the short time my [relative] had been with them he was doing better than in the last few years put together."

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's social development was placed at the centre of their packages of care. Staff told us there was a strong ethos of encouraging and helping individuals to improve their social skills. One person said, "I'm going out for lunch now with [a staff member]. I so look forward to that because he's like a friend and we can have a good old chat during our meal."

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 were supported to effectively engage. The registered manager told us they would invest in equipment and training if necessary. They added, "It's about really understanding our clients and their needs that enables us to communicate effectively with them."

Improving care quality in response to complaints or concerns

- People were provided with information about raising concerns. The service had not received any complaints, but those we spoke with were clear about how to alert the staff and management if they needed to.

End of life care and support

- The provider did not provide end of life care packages at the time of our inspection. Staff had detailed information about supporting people in an emergency and were clear about their duties.

# 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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

### Working in partnership with others

- Staff worked closely with people to ensure they accessed the right care when they needed it. The registered manager told us they engaged closely with mental health services because one person wanted help to address their substance misuse. They added, "The client has a much better understanding now and are having support for their underlying health conditions."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People and relatives stated FY Care felt like family because staff were very friendly, respectful and kind. They stressed it was a good service because there was strong, caring leadership. One person said, "They're more than a manager, they are a lovely friend who genuinely cares about me."
- Staff spoke highly of the registered manager and felt inspired to provide the best possible care. One employee told us, "I found them to be the best manager I have worked with. They are committed, caring, expert and skilful. They're a great leader and have their finger on the pulse." Another staff member added, "They are open and honest and happy to listen to any suggestions."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care; 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 registered manager developed systems to assess service quality and safety, including checks of care documentation, training, home safety checks and staff supervision. They were keen to improve this further to meet future needs and maintain everyone's safety and welfare.
- The service worked closely with people and relatives to optimise duty of candour. A relative stated every time the registered manager contacted them, they checked if there was anything they could do better. They added, "How can the best service do any better than it already is?"