

Invictus Plus Care Ltd

Invictus Plus Care

Inspection report

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Date of inspection visit:
09 February 2023

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Ratings

Overall rating for this service

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Invictus Plus Care is a domiciliary care agency providing personal care to people in their own home. At the time of our inspection there were 50 people using the service.

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

Since the last inspection the provider had recruited new staff to support the management team. These staff had helped to operate the systems to ensure the provider had effective oversight of the service. The registered manager said their priority had been to put systems in place to ensure they took action to make improvements.

People told us they were happy with the care they received. They felt confident the management team would address any concerns they had.

The registered manager had developed a series of audits, to assess how key aspects of the service were operating. These included assessments of the medicines management systems, care planning, risk assessments and observations of staff practice. Records demonstrated these audits had identified shortfalls in the way some systems were working and identified how improvements could be made. Actions from the assessments had been followed through to ensure required improvements were implemented by staff. Further action is needed to ensure the improvements are sustained and people receive a consistently good service.

Incident reports demonstrated management reviews had been completed and action taken to reduce the risk of similar incidents occurring again.

The registered manager demonstrated a good understanding of safeguarding incidents and lessons learnt to keep people safe and improve the service. The management team was working with the safeguarding team to address concerns raised.

Staff told us they felt well supported and had access to management assistance when needed. They confirmed they had regular supervision sessions, although one member of staff felt they would like these to take place more frequently.

Social care and health professionals reported the service had been working with them in an open way and had taken on board feedback to make improvements.

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 requires improvement (published 1 December 2022)

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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.

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 well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Invictus Plus Care

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.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was completed by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

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 24 hours' notice of the inspection. This was because 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 had received about the service since the last inspection, including actions plans submitted by the provider. We used the information the provider sent us in the provider information

return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all of this information to plan our inspection.

During the inspection

We reviewed records relating to care and support for 4 people and a range of management and quality assurance records. We spoke with the registered manager, 3 members of the management team. Following our visit to the office we spoke on the telephone with 3 people who used the service, 3 relatives, 3 members of staff and 4 health and social care professionals.

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 this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served in relation to regulation 17 (Good governance). We will assess the whole key question at the next comprehensive inspection of the service.

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

At our last inspection the provider had failed to have effective systems to assess, monitor and improve the quality of the service provided. This was a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- Since the last inspection the provider had recruited new staff to support the management team. These staff had helped to operate the systems to ensure the provider had effective oversight of the service. The registered manager said their priority had been to put systems in place to ensure they took action to make improvements.
- People and their relatives told us they were happy with the care they received. They felt confident the management team would address any concerns they had. Comments included, "I have previously raised concerns with [the management team] and they have sorted out the problem. They have addressed issues with staff where needed. [The registered manager] comes out regularly to check how things are going" and "My care has improved. I now feel safe with how they are helping me. They are taking more care. They provide good support with my medication. They check with me to make sure I am happy with the care they are providing."
- The registered manager had developed a series of audits, to assess how key aspects of the service were operating. These included assessments of the medicines management systems, care planning, risk assessments and observations of staff practice. Records demonstrated these audits had identified shortfalls in the way some systems were working and identified how improvements could be made. Actions from the assessments had been followed through to ensure required improvements were implemented by staff. Further action is needed to ensure the improvements are sustained and people receive a consistently good service.
- Incident reports demonstrated management reviews had been completed and action taken to reduce the risk of similar incidents occurring again.
- The registered manager demonstrated a good understanding of safeguarding incidents and lessons learnt to keep people safe and improve the service. The management team was working with the safeguarding team to address concerns raised.

- Staff told us they felt well supported and had access to management assistance when needed. They confirmed they had regular supervision sessions, although one member of staff felt they would like these to take place more frequently.
- Health and social care professionals reported the service had been working with them in an open way and had taken on board feedback to make improvements.