

Obasan Services 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

Obasan Services Limited is a domiciliary care agency. It provides personal care to people living in their own homes. 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. At the time of this inspection, eight people were receiving the regulated activity of personal care.

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

People and relatives spoke positively about the service they received. We were given many examples that showed people received quality care and support from staff who ensured people were kept safe, were happy and felt well cared for.

Staff spoke knowledgeably about all aspects regarding safeguarding people. Staff had completed safeguarding training and understood their role in identifying and reporting any concerns of potential abuse or poor practice.

Risks were individually assessed, regularly reviewed, clear and covered all areas of people's health as well as any potential environmental risks. Risks assessments ensured staff were given current guidance and information to enable them to support people safely whilst allowing them to maintain their independence.

People were supported by sufficient numbers of trained, experienced staff to meet their needs. People received support from a consistent team of skilled staff that knew people well and delivered their care in ways people preferred.

Safe recruitment practices were followed. Appropriate checks were completed to ensure that only suitable staff were employed. There was a commitment to developing and supporting staff through regular training, supervisions, observations and appraisals. Staff spoke positively about the training they received which they told us was well delivered and of good quality.

Staff supported people to take medicines safely. Staff were trained in medicines management and knew how to ensure that people received their medicines on time and as they had been prescribed. Clear audit processes were in place to monitor the accuracy of administering and recording medicines.

There were robust procedures in place to ensure people were protected from infections that could affect both staff and people using the service. Staff had completed infection prevention and control training and understood the actions needed to minimise the risk of avoidable harm, including the prevention of avoidable infection. Staff had access to plentiful supplies of Personal Protective Equipment (PPE) and spot checks were in place to ensure staff were following current national guidance regarding the Covid-19 pandemic.

People, relatives, health and social care professionals and staff spoke highly of the registered manager. People felt the service was well led with a commitment to providing person-centred care.

Staff told us, and records showed, there was an open, honest, positive culture. Staff were provided with the training, skills and support to provide care to people which enabled them to live their lives as independently as possible whilst maintaining a good sense of wellbeing and happiness.

Governance systems had been improved. Audits had been revised and were being carried on a monthly basis. The registered manager said they had, "Much better oversight of the service now."

People, relatives, health and social care professionals, and staff consistently spoke of the effective and clear communication they had with the service.

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

We carried out an announced focused inspection of this service on 3 September 2020. A breach of legal requirements was found. The provider had conditions attached to their registration which required them to report to CQC once a month to advise of their progress with meeting the regulation of good governance. The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has remained as requires improvement. This is based on the findings at this inspection.

At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Improvements have been made with the management oversight and auditing systems. Recruitment processes have been strengthened to ensure they are robust.

#### Why we inspected

This was a focussed inspection conducted in accordance with current CQC inspection guidance.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Obasan Services Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Follow up. We will work alongside the provider to monitor progress. We will 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 well-led?**

**Good** ●

The service was well-led.

Details are in our well-led findings below.

# Obasan Services 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 on site and two assistant inspectors who made telephone calls to people, their relatives, staff and health and social care professionals.

#### 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 a short period of notice of the inspection because we wanted to gather as much information before the site visit as possible. This enabled us to minimise the time spent on-site to ensure the safety of people, staff and the inspector in light of the COVID-19 pandemic. Inspection activity started on 4 March 2021 when we visited the office location. We spoke to staff and relatives on the phone on 4 and 5 March 2021.

#### 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. We took this into account when we inspected the service and made the judgements in this report.

Before the inspection site visit we reviewed all the information we held about the service. We also asked for contact details of people using the service, their relatives, staff and health and social care professionals. All

of these were received. We used all of this information to plan our inspection.

During the inspection

During the inspection we spoke with five people who used the service, two relatives, three members of staff and two health and social care professionals. The registered manager was available throughout the inspection.

We reviewed a range of records which included two care plans, two staff recruitment and training and various audits. We reviewed the electronic system in place for devising schedules for people.

# 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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People felt safe with the staff who supported them. One person said, "Yes the staff are very friendly and helpful. I've seen the same people so far." A relative told us, "Yes happy with the care, oh yes safe care."
- Staff fully understood their role in protecting people from abuse and had received appropriate training on safeguarding adults. One member of staff said, "I have received training and would report it to the registered manager."
- The registered manager and care staff had a good knowledge of safeguarding and understood how to raise concerns with the local authority if required. Staff were confident that if they raised concerns, action would be taken to protect people.

Assessing risk, safety monitoring and management

- Risks to people and staff were minimised because risk assessments were undertaken and regularly reviewed. This helped to make sure people could maintain independence in the safest way. It also supported staff to remain safe. Staff confirmed they had received training in moving and handling.
- There was a contingency plan in place in case of events that affected the service running safely, such as premises problems or adverse weather.

Staffing and recruitment

- Support was provided by a consistent team of experienced staff who knew people well and knew how they preferred their care and support to be given. One relative said, "Both of my parents, their needs are increasing so the care plan has to be fluid and Obasan have been really good at adapting to their changing needs." One person said, "Yes the staff are very friendly and helpful. I've seen the same people so far."
- Rotas showed suitable time was set to ensure peoples' needs were met. One member of staff said, "Yes, we do have enough time to chat to people about how they are feeling and do the tasks".
- The provider's recruitment practices helped to make sure people were supported by suitable staff. Staff files showed staff only began work for the service once appropriate checks and references had been obtained.

Using medicines safely

- People received their medicines when they were needed and in ways they preferred. There were systems in place to ensure this was done safely. One person said, "No issues around meds, they do what they need to do."
- People had their medicines administered by staff who had completed safe management of medicines training and had their competencies checked regularly. One member of staff said, "I have had meds training and have spot checks, Medicine Administration Record (MAR) charts are checked each month."

- Where people were prescribed medicines they only needed to take occasionally, there was guidance for staff to follow to ensure those medicines were administered safely.

#### Preventing and controlling infection

- The risks of the spread of infection were minimised because staff received training in how to reduce risks. Staff had received additional training regarding Covid-19 and were kept up to date with all government guidelines about how to work safely during the pandemic.
- Staff had access to appropriate PPE to help to keep themselves and people safe. One member of staff said, "Yeah we've got gloves, aprons and masks."
- Every person we spoke with told us all the care staff wore facemasks, aprons and gloves during each visit. One person said, "Yes they wear PPE."

#### Learning lessons when things go wrong

- The registered manager explained the process that would be implemented to ensure accidents and incidents would be regularly reviewed to check for emerging trends or themes.
- Accidents and incidents would be seen as an opportunity to reflect on practice and continually improve outcomes for people.

# 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 the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

At our last inspection the provider had failed to ensure there was sufficient oversight of the quality and safety of the service.

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.

- People told us the service was well led. A person described the service as being, "Flexible in order to meet individual's needs."
- People could be confident their care was provided by a service who monitored risks and followed up to date guidance. This inspection was conducted during the Covid-19 pandemic and the agency were working in line with all up to date guidelines to keep people safe. The registered manager was keeping up to date with changes by reading policy documents and linking with other professionals.
- People benefitted from a clear management structure which meant people's care was monitored by senior staff.
- The service had improved their quality assurance systems to ensure regular audits were taking place. The registered manager told us this has ensured records were regularly reviewed and updated. The registered manager said they had, "Much better oversight of the service now."
- Changes were communicated to staff through supervisions, staff training and via messaging. This helped to ensure people received support which reflected current best practice guidance.
- The service used all quality assurance methods to drive improvement. When shortfalls were highlighted there were clear plans and timescales to achieve improvement.

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

- People were happy with the service they received. One person said "I have no complaints and would recommend them."
- Staff consistently told us of the positive, open, honest and supportive management structure that was in place. A member of staff said, "The registered manager and the team are approachable and friendly and if you have a question to ask, they get back to you straightaway and things are very open."
- People benefitted from a management team who promoted a person-centred culture which helped to

ensure people received individualised care. All staff said they always had time to make sure people received the right care and support to meet their needs. Staff spoke affectionately about the people they cared for demonstrating they saw people as individuals.

- Staff felt well supported in their roles, this created a happy and confident workforce. A number of people and their relatives commented on how cheerful and helpful staff were.

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 and management team were open and approachable. One person told us, "Very approachable and she actually comes out and delivers some of the care."
- The registered manager shared information appropriately with the Care Quality Commission and other relevant agencies.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People's views were sought, and they were asked for suggestions for how the service could be improved. Records of satisfaction conversations with people showed people were happy with the care they received.
- Staff had been well supported during the pandemic and felt valued by the provider. One member of staff told us, "I think the team that we have now works well together, it's been a difficult time and our clients have been feeling down but we work well together."
- People were cared for by a staff who worked as a team to share ideas and good practice. Staff prided themselves on providing a very high-quality service. All staff told us teamwork was excellent and they had regular conversations and meetings.
- Staff worked in partnership with other agencies and professionals to make sure people's needs were met. We received positive feedback from two health and social care professionals. Comments made included; "Communication was good and for a smaller company they seemed very person-centred and knowledgeable." And, "Fairly flexible when myself or the family."