

Treal care Uk Limited

# Treal Care UK Limited

## Inspection report

Office 3 & 4, 321-323 High Road  
Romford  
RM6 6AX

Tel: 07898269997

Date of inspection visit:  
16 July 2021

Date of publication:  
06 August 2021

## Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

# Summary of findings

## Overall summary

Treal Care UK Limited provides personal care to people living in their own homes. At the time of our inspection, the service provided personal care to 12 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

There was safe staff recruitment process in place. All staff were checked to ensure they were suitable, skilled and safe to work with people. The service had enough experienced and trained staff to meet people's needs.

Systems were in place to prevent the spread of infections. Staff were trained on infection control and prevention and used personal protective equipment to ensure the risk of spread of infections was minimised.

The service had a clear management structure which meant staff knew their roles whilst working as a team. Audits of aspects of the service were undertaken to ensure the service was safe and effective. People's and relatives' views were obtained to help improve the quality of the service.

Equality and diversity was embedded in the planning and delivery of 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

The previous rating for this service was good (published 24 June 2019)

Why we inspected

The inspection was prompted in part due to concerns received about staff recruitment at the service. A decision was made for us to inspect and examine those risks and risks related to infection prevention and control practices.

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

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**

### Is the service well-led?

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**

# Treal Care UK Limited

## Detailed findings

### Background to this 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. This was a targeted inspection to check on a specific concern we had about staff recruitment and quality assurance systems at the service.

#### Inspection team

The inspection was carried out 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. The registered manager was also the provider of the service. This means that they are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

Our inspection was announced. We gave the service 48 hours' notice of the inspection. This was because it is a domiciliary service and we needed to be sure that a member of the management team was available to support us with the inspection.

#### What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

We reviewed the information we already held about this service. This included details of its registration, previous inspection reports and any notifications of significant incidents the provider had sent us. We used all of this information to plan our inspection.

#### During the inspection

We spoke with a care co-ordinator and the registered manager. We reviewed documents and records that related to people's care and the management of the service. We reviewed five people's files, which included

risk assessments. We also reviewed five staff files to check the provider's staff recruitment and support processes. We looked at other documents such as quality assurance records.

#### After the inspection

We spoke with two people using the service, three relatives of people and four staff by telephone. We continued to seek clarification from the provider to validate evidence we found such as looking at action plans and training matrix.

# 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 staff recruitment. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- The provider had robust staff recruitment processes in place. New staff completed application forms, attended interviews, provided two references and proof of identity. Criminal record checks were undertaken before staff started work to ensure they were safe to work with people.
- Records showed the provider had checked staff who required work permission or had conditions on the number of hours per week they were legally allowed to work. The provider explained that they would never allow staff who did not have up-to-date required information in their files to work at the service.
- The provider monitored punctuality of staff and their attendance to people through telephone calls and spot checks. They told us that due to the small size of the service, they had yet to introduce an electronic system for monitoring staff attendance and punctuality. They said it was their plan to use an electronic system in future.
- There were enough staff to meet people's needs.
- People and relatives talked positively about the staff. One person told us, "I am very, very happy. All the staff are good. They help me." A relative said, "I am really pleased with the service staff provided. [Staff] are first class."

### Preventing and controlling infection

- Staff followed infection control procedures to ensure people were protected from the risk of infections. One person said, "Staff wear masks, aprons and gloves. I feel safe with them." A relative told us, "Staff wear uniform, gloves, shoe covers and masks. No problems at all."
- The service had enough personal protective equipment (PPE). A member of staff stated, "There is plenty of PPE at the service. We can collect from the office or the manager delivers to us when we need it."
- Staff had received training in infection control and training. This was confirmed by the staff and the provider's training records.

# 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 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 staff recruitment. We will assess all of the 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;

- The provider, who was also the registered manager, was supported by a care manager, senior supervisor and an administrator. Each of these had clear roles but worked as a team sharing information and supporting one another.
- Monthly telephone calls and monitoring visits were undertaken to people's homes to ensure staff provided safe and effective care.
- Staff carried out various audits including on staff files to check staff were recruited safely, daily care records and medicines. These ensured the records were up-to-date and people received safe care.
- The management was accessible and supportive. One relative told us, "The manager is really good. She listens." A member of staff said, "I am happy with the manager. I can speak with her if I have an issue or if I need to know about something."

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

- People were involved in the assessments of their needs. The registered manager told us that they involved people and their relatives in assessments to ensure their views and preferences were reflected and suitable care plans were developed for them.
- People's preferences such as on communication, religion, likes and dislikes were noted. The registered manager said, "We provide staff who could communicate with people, if we cannot provide this, we wouldn't take the package." This ensured the service could identify and meet people preferences.
- Staff had good understanding of equality and diversity. A member of staff told us, "I treat [people] without a discrimination." Records showed staff had training on equality and diversity. The registered manager told us they employed people of different backgrounds, which meant they could meet people's preferences and needs.
- Monthly telephone calls were used to obtain feedback from people and relatives. Records of these calls confirmed that people and relatives were satisfied with the service.
- An online satisfactory survey showed people and relatives were satisfied with the service. One person wrote, "I cannot thank these people enough! Their care and support they gave my [person using the service and family] was outstanding. They did everything they could to make my [relative] comfortable in the last months of [their] life. Nothing was too much for them to do!"

