

Natura Care Solutions Limited

Natura Care Solutions

Inspection report

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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?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Natura Care Solutions provides personal care to people living in their own homes in North Dorset. 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. At the time of the inspection the service was providing personal care to six people.

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

There was an extremely strong, person-centred culture. People received care from exceptionally caring, compassionate and highly motivated staff who were proud to work for the service. People and their relatives experienced a positive and inclusive approach to their care and were encouraged to give their feedback to help improve the service.

Feedback from people, relatives and professionals was overwhelmingly positive. They consistently praised the exceptional caring and supportive nature of the registered manager, provider and staff at Natura Care Solutions. People and their relatives told us the support from the service had increased their wellbeing, independence and ability to remain living at home. Comments from people and relatives included; "I have never come across a care company who actually care as much as Natura do", "I am so grateful to Natura, and all the carers, for providing excellent care and as a result my mum is in a much better place now since she started to receive long term care", "The carers are incredibly compassionate and skilled and, I know that they are valued by Natura. They are all phenomenal", and "They are angels with wings...I'd recommend them to the queen and give them top marks."

People told us they felt safe with the staff who supported them. Risks were assessed and managed. These were monitored via an electronic care management system.

Staff knew how to recognise and report any safeguarding concerns. Staff supported people safely and medicines were managed safely by trained and competent staff.

People and their relatives were very positive about the provider's infection prevention and control processes. They told us staff always wore appropriate personal protective equipment in their homes.

People were cared for by a consistent team of staff. This meant that people were supported by staff who knew people well and understood their needs and preferences.

There were sufficient staff deployed to meet people's needs. People told us there had been no missed calls and staff turned up on time. Staff were very well supported and trained to ensure they had the skills to support people effectively.

People's needs were assessed before the service began to provide care and support. This ensured the service was able to meet people's needs and that there was clear guidance for staff to follow in relation to people's care.

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.

The service was well-led. There was an extremely positive and open culture that ensured people were at the centre of everything the service did. People, relatives and staff told us the management team were approachable. Audits and checks were completed regularly to monitor the quality and safety of the service. There were clear processes in place to drive improvement and to continually develop the service in line with people's needs.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 7 October 2020 and this is the first inspection.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was exceptionally caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

Natura Care Solutions

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 team was one inspector and one assistant inspector.

Service and service type

This service 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 24 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.

Inspection activity started on 11 March 2022 and ended on 22 March 2022. We visited the location's office on 11 March 2022.

What we did before the inspection

We reviewed information we had received about the service since registration. We sought feedback from the local authority who contract with the service. 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 this information to plan our inspection.

During the inspection

During the inspection we visited three people, two of whom were accompanied by a relative. We visited the office and spoke with the registered manager and we looked at two staff recruitment and training files.

After the inspection

We spoke with five staff and four health and care professionals by telephone. We received feedback from four relatives, one person and two staff via our website.

We used electronic file sharing to enable us to review documentation and we remotely accessed the provider's electronic care record system.

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 of this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe with the staff who supported them. Comments from people and their relatives included; "I have every confidence in them", "They are entirely reliable and trustworthy. . .felt totally safe with them" and "It's peace of mind to me that she [mother] sees someone every day and she has taken her tablets."
- Staff had received training to protect people from harm and knew how to recognise potential signs of abuse. One staff member was completing additional safeguarding training so they could be the service's safeguarding lead. Staff were confident to share concerns with the registered manager or provider and other agencies.
- The registered manager appropriately reported potential safeguarding incidents to the local authority and the Care Quality Commission.

Assessing risk, safety monitoring and management

- People were protected against identified risks. Risk assessments identified the potential risks to each person and described the measures in place to manage and minimise these risks. Care plans described the actions staff would take to ensure people's safety. For example, one person's epilepsy care plan included what actions to take and when to contact emergency services if they had a seizure.
- Staff were trained to promote people's safety, for example they received training in moving and assisting, health and safety and first aid.
- Comprehensive environmental risk assessments had been completed for identified risks in people's homes to ensure the safety of people receiving care and the staff who supported them.

Staffing and recruitment

- The provider carried out thorough staff recruitment checks to ensure staff were suitable to work at the service.
- People received support from staff in sufficient numbers to meet their care and support needs safely. The registered manager told us they only offer care to people that they have sufficient staff for. One staff member told us, "That's one really good thing about Natura, they don't take on loads of clients and then wonder how they will provide care." Another staff member said, "There's enough staff and enough time. . .I see the same clients. . . its lovely."
- People were supported by a consistent group of staff. People valued having regular staff as they felt staff got to know them well. One person said, "They don't ever rush me and it's the same staff who come." One relative told us, "It's the same staff and they are wonderful, they're like angels with wings." Another relative said, "As they are regulars, they know him {father} well and can tell when something is not right. They also know mum well and support her as she can find it difficult at times."

- People told us there had been no missed calls and staff turned up on time. They said if ever staff were delayed, they were either contacted by the registered manager about the delay and/ or the registered manager or provider completed the visit themselves.

Using medicines safely

- People were supported to manage their medicines safely by trained staff. There were clear medicines care plans in place and these included any 'as needed' medicines (PRN) plans. A relative told us staff always gave them clear guidance as what to do if their family member needed any further PRN medicines before the staff's next visit. This included how to contact any out of hours health professionals.
- Electronic Medication Administration Records (MARs) showed people received their medication as prescribed. These records had been audited regularly by the registered manager and any identified concerns had been appropriately addressed.
- Staff had received medicines training and had been assessed as competent.

Preventing and controlling infection

- Effective infection prevention and control procedures were in place, including those relating to COVID-19.
- Staff followed good infection control practices and used PPE (personal protective equipment) to help prevent the spread of healthcare related infections. People and relatives confirmed this.
- The provider ensured staff were regularly testing for COVID-19 in line with current guidance.

Learning lessons when things go wrong

- There were systems in place to record incidents and accidents and what action had been taken. Incidents and accidents had been discussed with the staff team with the aim of improving the service provided wherever possible and mitigate issues occurring again.
- Staff told us there was a positive culture about learning lessons and feedback was shared with them in monthly email updates, staff meetings and via the electronic record system.

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

- People's needs were assessed before they started to use the service to ensure their support needs could be met. This information was used to create people's personalised care plans and risk assessments. One relative told us, "My mum has significant and complex needs which Natura took the time to understand and they have put in place a care package that meets her needs."
- People's needs in relation to equality and diversity were considered during the assessment and care planning process such as age, gender, sexual orientation, ethnicity, disability and religion.

Staff support: induction, training, skills and experience

- People and relatives told us staff were suitably trained and competent to carry out their roles. Training records confirmed this. One person said, "Staff are well trained. . .it makes such a difference." Staff told us that as well as mandatory training they also received training about specific conditions before they were able to support anyone with those specific needs. For example, epilepsy and stroke (cerebrovascular event) training.
- Staff received an induction aligned to the Care Certificate. The Care Certificate is the recognised standard for training for staff new to health and social care.
- Staff were also required to shadow experienced staff until ready to undertake lone working. One staff member said, "I had all the training, lots of shadow shifts, oh I definitely felt confident before I was on my own." People and relatives also told us that all new staff shadowed experience staff and the registered manager sought feedback from them before staff worked alone.
- Staff received formal support through supervisions and appraisals. New staff told us they had monthly supervisions and felt very well supported. Experienced staff had quarterly supervisions either using video conferencing and face to face meetings were being reintroduced.

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

- People's nutritional needs were met. Where one person was supported with this aspect of their care their relative told us they were happy with the support their family member received. They told us the staff always offered to support their family member with eating, so they could have a break.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff checked on people's well-being and told us what they would do if they had any concerns about people's health.
- Staff worked well with healthcare professionals to ensure people had access to health services and had

their health needs met.

- There were effective systems in place for staff to escalate any concerns they had about people's health to the registered manager, ensuring appropriate input and advice from relevant health professionals was sought. A healthcare professional told us, "The patient needed a lot of input from myself and the rest of the team. We had to look at getting equipment into the patient and they [the service] were very good at flagging these things."

Ensuring consent to care and treatment in line with law and guidance

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.

- Consent to care and treatment was sought and recorded in line with the principles of the MCA 2005.
- Staff told us they always asked people for their consent before they provided care and support. They did this to promote people's rights to accept or refuse support. People and relatives confirmed this.

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 Good. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

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

- People and their relatives were overwhelmingly positive about the care and support they received. One person fed back to us, "Caring must be one of the most difficult jobs and I'm sure they must be tested to their limits when they themselves must be tired or unwell, yet all [registered manager and provider]'s staff, like themselves, are unfailingly kind, helpful and gentle." A relative told us, "All the ladies who come and care for my father are truly wonderful. They do their job of caring for him so well, despite his dementia making it difficult to do at times." Another relative said, "I'd recommend them to the queen and give them top marks."
- There was an extremely strong, person-centred culture. People received care from very caring, compassionate and highly motivated staff who were proud to work for the service. A staff member told us, "Both [registered manager and provider] are exceptional in their manager roles and as carers. Both are approachable and willing to listen to carers and clients. Nothing is too much trouble and they are willing to go above and beyond for all of our clients."
- People and relatives told us staff and the registered manager and provider were extremely caring and often went the extra mile. One person told us, "I was upset because it was my first wedding anniversary since losing my husband and staff let [registered manager] know and she arrived later in the day with an Orchid for me...they are all born to care,." One person, who was living with dementia, did not like pips in their blackberry jam and kept spitting them out. A staff member then made some jam at home without any pips in it.
- Staff demonstrated a real empathy for people they worked with and nothing was too much trouble, whether that was helping a relative who lived with the person or completing additional tasks. One relative said, "They look after me as well. They know when I'm tired and make me a drink and offer to do extra jobs so I can rest."
- Every staff member we spoke with showed a passion for providing outstanding outcomes for the people they supported and were proud of the difference they made to people's lives. One staff member said, "Each and every staff member I work with are just outstanding with the care they provide to our clients. It is an amazing feeling to work with a team that everyone has the client's best interests at heart." This was supported by a relative who told us the service had improved their family member's life. They said, "I am so grateful to Natura, and all the carers, for providing excellent care and as a result my mum is in a much better place now since she started to receive long term care."
- Excellent relationships had been formed between people and their relatives and the staff team involved in the care provided. One person said, "I have never come across a care company who actually care as much as Natura do. [Registered manager and provider] choose their staff with great thoughtfulness as to qualifications and how they will fit into their team and their patients, and all, without fail, have become my

friends with whom I can share my highs and my lows."

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

- People benefitted from the person-centred culture and ethos within the service. People were very much involved in developing their care plans, which were very specific to their individual needs. One person said, "I very much lead my care and they always check and ask me whether I need help with my creams."
- People told us they had access to the electronic care system through an app. They could view their care plans and records.
- Staff were highly skilled at helping people to express their views and respecting their wishes, preferences and choices. We received positive feedback that showed staff were highly responsive to people's requests, and made sure people got the support they wanted. One relative told us, "They have also made the package adaptive and responsive to mums changing needs for example adding in a lunchtime slot."

Respecting and promoting people's privacy, dignity and independence

- People received sensitive support to maintain their privacy, dignity and independence. Respect for privacy and dignity was at the heart of the service's culture and values and was embedded in the way staff delivered people's care.
- Staff promoted people's independence very effectively to help them maintain their skills and well-being. A relative fed back, "Most importantly they make mum feel valued and they really take the time to listen to her and make sure she feels comfortable. The carers are incredibly compassionate and skilled and, I know that they are valued by Natura. They are all phenomenal."

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

- Care was personalised to meet individual needs and was delivered in a way to ensure maximum flexibility, choice and continuity of care. People and their relatives were involved in planning their care and reviewing care needs to ensure they received the right support in line with their choices.
- People's care plans were person-centred and gave staff the information they needed to safely and effectively support people. The information included in care plans enabled staff to get to know people and what was important to them. Care was delivered by a team of staff who knew people extremely well.
- People and relatives described a flexible and responsive service that met their individual needs and preferences.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisation's what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- People's communication needs were detailed in their care plans. For example, people's preferred method of communication and any impairments that could affect communication was recorded and guided staff on the best ways to communicate with them. This meant staff knew the communication methods that were most helpful for each person.
- A relative described how skilled staff were when supporting their family member who was living with dementia. They said, "They've got lots of patience and understand him."

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

- Staff supported people to maintain relationships with friends and family. People told us staff had time to socialise and chat with them.
- Staff identified ways to keep people stimulated, occupied and relaxed whilst they were supporting and caring for them. For example, one person was living with dementia and always used to work with their hands. Staff purchased a fidget popper, a type of silicon tray with pokable bubbles. The person really enjoyed using this and helped them to relax whilst they were receiving care. The person was using it when we visited them.

Improving care quality in response to complaints or concerns

- Information was available to people on how to raise concerns or make a complaint if they had a need to. No complaints had been raised since the registration of the service.
- People and relatives said they felt able to raise any concerns but had not needed to.

End of life care and support

- The service had no one receiving end of life care at the time of the inspection.
- The registered manager and staff knew how to support someone at the end of their life from previous recent experiences.
- A specialist end of life health professional told us, "I always had very positive feedback from the family about the carers going in and the care they were providing. They were very friendly and very receptive and gave a very personal service to that particular patient who had advanced and rare cancer. They were very flexible and very adaptable, and they were really good at communicating both with myself and the community rehab team."

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.

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

- The service was person centred with a positive culture of achieving the best outcomes for people. People and relatives commented on how much better this service was compared with other care providers they had used before. One person, who had three other care agencies previously, said, "Nothing has touched what I have now."
- The registered manager and provider had developed a person-centred culture at the service. People told us the registered manager and provider and staff placed their needs and preferences at the heart of the service, by ensuring their dignity, independence and choices were promoted.
- People repeatedly told us the service was reliable and enabled them to remain at home, supporting their choices. Comments included, "They've helped [person] stay at home...I'd have them stay all night if I could."
- People using the service, relatives and professionals said they felt the service was well managed. All said they would recommend the service to others. Comments from people and relatives included, "I can't find any fault, they are absolutely excellent", "During our time with Natura Care Solutions we have been most impressed with all aspects of the service offered. Contact with the office has always been dealt with immediately, courteously and efficiently" and "Communication is excellent, and they are very approachable so I feel confident that if I need to talk to them about something I will be listened to." A professional said, "I can't think of anything to critique them on."

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; Continuous learning and improving care

- The registered manager and provider understood their responsibility to be open and honest when things went wrong or there were any near misses. They reviewed any potential incidents or near misses to ensure they could learn from these. A staff member told us, "They send out an email every month with any reviews and accidents and incidents, so everyone is updated."
- The provider was aware of their responsibility to ensure that CQC were notified of significant events which had occurred within the service.

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

- The registered manager, provider and staff were clear about their role and responsibilities. The registered manager and provider took every opportunity to improve the service. For example, staff fed back that it would be useful to have information on pressure area grading on the laminated pocket guides and this was

implemented.

- Monitoring systems were in place which included audits and quality assurance systems to help identify and implement improvements. This included audits of people's care plans and records, accidents, incident or near misses, compliments and any safeguarding concerns.
- People were supported by a team that was well led. Staff were motivated and enthusiastic about their work.
- Staff confirmed the registered manager and provider were supportive and very visible. One staff member fed back, "The package that [registered manager and provider] provide when anyone starts is so thoughtful and very helpful, this includes a panic alarm, police torch, first aid kit, emergency CPR face shield on a key ring and also a pocket guide that we can use for guidance, but we can always phone on call if still unsure or need more information or support."
- We received positive feedback from the local authority quality improvement and contract monitoring team. They had undertaken a contract monitoring visit and fed back that it was, 'a very positive first visit, well organised and very clearly caring.'

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

- There were systems in place to involve people, relatives and staff in the running of the service. People, relatives and staff spoke positively about their involvement in the service and felt they were listened to. This included surveys with people, relatives and staff. All of the surveys from people and staff were positive about all aspects of the service.
- People and relatives told us the registered manager regularly sought their views about the service. This was either in person or by telephone. One person gave an example of when the registered manager had checked whether they were happy with a new member of staff.

Working in partnership with others

- The registered manager and provider liaised with health and social care professionals to make sure people received care which met their needs. One relative said, "I am impressed by the way carers have picked up on any way outside help might be of assistance i.e with. OT [occupational therapist] referral etc and these have been dealt with at once through the office."