

Mrs Tanya Michelle Upsall

# The Angels on Call

## Inspection report

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Date of inspection visit:  
25 June 2019  
26 June 2019

Date of publication:  
26 July 2019

## 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:

The Angels on Call is a domiciliary care service. It is registered to provide personal care to people living in their own homes in the community, including older people and people living with dementia. The service operates in Boston and surrounding villages. At the time of our inspection, 16 people were receiving a personal care service.

### Rating at last inspection:

Good (Published June 2018)

### Why we inspected:

We conducted this inspection in response to information we had received which alleged people were at risk of receiving unsafe care; that the personal safety of staff was at risk and that there were shortfalls in the management of the service. Reflecting the information received, we inspected the service against elements of two of the five questions we ask about services: is the service Safe and is the service Well-led. None of the information we had received related to the remaining key questions so we did not inspect them. The ratings from the previous comprehensive inspection for these key questions were included in calculating the overall rating in this inspection.

At this inspection we found no evidence to support the allegations we had received. As a result, the rating of the service remains Good overall.

### People's experience of using this service:

Everyone we spoke with said they felt safe using the service and that the owner and her staff team were committed to promoting their safety and welfare. Similarly, staff told us they enjoyed their work and had no concerns about their personal safety.

Almost everyone we spoke with told us how highly they thought of the service and the way it was managed.

Safeguards implemented by the owner following our last inspection remained in place and were effective in mitigating a very specific potential risk to service users and staff.

### Follow up:

We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, 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.

# The Angels on Call

## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

#### Inspection team:

Our inspection was conducted by two inspectors.

#### Service and service type:

The Angels on Call is a domiciliary care service, registered to provide personal care to people living in their own homes in the community.

The service was managed on a full-time basis by the owner who worked in the service on a daily basis, both in the office and delivering care. The owner was the registered provider with legal responsibility for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection:

We gave the service notice of our inspection visit. This is because we needed to make advance arrangements to interview the owner. Our inspectors interviewed the owner on 25 June 2019. On 26 June, one of our inspectors conducted telephone interviews with people who use the service, their relatives and staff.

#### What we did:

In planning our inspection, we reviewed information we had received about the service since the last inspection. This included notifications (events which happened in the service that the provider is required to tell us about) and information shared with us by other organisations.

During our inspection we spoke with four people who used the service and five relatives to ask about their experience of the care provided. We also spoke with the owner and seven members of staff.

# Is the service safe?

## Our findings

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

People were safe and protected from avoidable harm. Legal requirements were met.

Assessing risk, safety monitoring and management

- At our previous inspection of the service we asked the owner for written confirmation of the action she had taken to mitigate a very specific potential risk to the safety of people and staff. At this inspection, we were satisfied that these safeguards remained in place.

- Everyone we spoke with said they felt safe using the service and that the owner and her staff team were committed to promoting their safety and welfare. For example, one person told us, "I am very, very happy." Talking specifically of the owner, another person said, "You couldn't ask for a better one in charge. I am very happy." A relative told us, "We [had] two other [care] companies [and this one] is fantastic [in comparison]. The girls ... are brilliant."

- Similarly, staff told us that they enjoyed their work and had no concerns about their own personal safety. One newly recruited staff member said, "I really enjoy it. It's a lot, lot better than the last [homecare company I worked for]." Another member of staff said, "I have no concerns about my own safety [or the] service users."

# 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

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility

- Almost everyone we spoke with told us how highly they thought of the service and the way it was managed. One person said, "[The service] is very good. No complaints so far. [The owner] is brilliant." A relative told us, "I am always in touch with [the owner]. Usually to tell her how happy I am [with the care my relative receives]." A staff member said, "I work with [the owner] the most. I get on very well with her. She's very nice. I would definitely recommend the company."
- We scheduled this inspection in response to information we had received which alleged people were at risk of receiving unsafe care; that the personal safety of staff was at risk and that there were shortfalls in the management of the service. At this inspection we found no evidence to support these allegations. As detailed in the Safe section of this report, we were also satisfied that the safeguards implemented by the owner following our last inspection remained in place and were effective in mitigating a very specific potential risk to service users and staff.