

Allied Health-Services Limited

Allied Health-Services Macclesfield

Inspection report

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Tel: 01625611112

Date of inspection visit:

11 February 2021

26 February 2021

Date of publication:

24 March 2021

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

About the service

Allied Health-Services Macclesfield is a domiciliary care agency providing support to people living in their own homes in the Macclesfield area of Cheshire. At the time of inspection, the service was supporting 72 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

People told us that care workers routinely wore personal protective equipment (PPE) and felt they used it appropriately. Care workers confirmed they had plentiful supplies and could collect more from the office when they needed it. Care workers also confirmed they were kept up to date with changing guidance by office staff. Care workers had access to regular testing for Covid-19 and could request more tests when they needed them. The company supported staff to take time off work sick if they needed to and topped up their wages so they would not lose out financially.

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

Rating at last inspection

The last rating for this service was good (published 20 February 2020).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the supplies and use of personal protective equipment and access to Covid-19 testing for staff. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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 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

Allied Health-Services Macclesfield

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the supply and use of personal protective equipment and access to Covid-19 testing for staff.

Inspection team

The inspection team consisted of two inspectors.

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

This inspection was unannounced.

Inspection activity started on 11 February 2021 and ended on 26 February 2021. We visited the office location on 11 February 2021.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service.

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.

We used all of this information to plan our inspection.

During the inspection

We spoke with five people using the service and five members of care staff including the registered manager about how infection control was managed in the service.

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 the supply and use of personal protective equipment and access to Covid-19 testing for staff. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- We were satisfied the service was taking appropriate steps to prevent and control infection. Processes were in place to ensure staff had plentiful supplies of personal protective equipment (PPE) and access to Covid-19 tests.
- People using the service told us care workers always wore PPE and put their PPE on before entering their homes. One person told us, "I'm very particular and I'm very pleased that they do [wear PPE]." Care workers we spoke with told us they had sufficient supplies of PPE and could collect more at any time. Records we looked at confirmed this and we saw the service had ample stocks of PPE.
- The registered manager showed us they had a good supply of testing kits and explained that they were issued in batches of four to care workers. Care workers confirmed this and told us they just asked the office for more tests when they needed them.
- We saw no evidence that care workers were being forced to work whilst having Covid-19 symptoms. The registered manager told us staff were encouraged to go off sick and that the company was topping up care workers' pay so they would not be financially disadvantaged if they had to go off sick. They explained, "Early in the pandemic it did cause us some problems with staffing but everyone helped out and we got through it."