

All About You Care Services Limited

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Inspection report

Unit 12, Sovereign Court
Wyrefields, Poulton Industrial Estate
Poulton Le Fylde
Lancashire
FY6 8JX

Tel: 01253899982

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04 June 2018

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Ratings

Overall rating for this service

Requires Improvement 

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?

Requires Improvement 

Summary of findings

Overall summary

All About You Care Services Limited was inspected on the 30 May 2018 and the 04 June 2018. The first day of the inspection was unannounced. The second day was announced.

This service is a domiciliary care agency. It provides personal care to people with a range of needs including older people and people with physical and learning disabilities. In addition, this service provides care and support to people living in a supported living setting so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The care service has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen.

The agency is based on the Industrial Estate at Poulton-Le-Fylde. At the time of our inspection visit All About You Care Services Limited provided care and support to 189 people. Not everyone using All About You Care Services Limited receives a regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

It is a statutory requirement that registered providers of health and social care services display their performance assessment from the last Care Quality Commission inspection report. At the last inspection in August 2016 we rated the service as good. We found the rating from the inspection carried out in August 2016 was not displayed on the registered provider's website or in the office of the agency. This was a breach of Regulation 20A of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Requirement as to display of performance assessments.) You can see the action we told the provider to take in the full version of the report. Prior to the inspection concluding we saw the rating was displayed as required.

At our last inspection in August 2016 the service was rated as good. At this inspection in May and June 2018, we found some records required further information to support staff to deliver care. We have made a recommendation regarding this.

We found quality audits were carried out to identify if improvements were required and people were asked their views on the service provided.

We found medicines were managed safely and people told us they were happy with the way their medicines were managed. We noted an error on the paperwork within the supported living service, and the

temperature of the room where medicines were stored was not monitored. Prior to the inspection concluding, we were informed this had been rectified.

The registered provider completed a series of checks and investigations to identify where improvements were required in the quality of the service provided. Staff told us they were informed of the outcomes of these and told us they were proud to work for All About You Care Service Limited. They told us, "We're a professional team. We know our jobs and do them to a good standard." Also, "I like working for an agency that wants to do the right thing by service users."

Staff we spoke with knew the needs and wishes of people they supported. Staff spoke fondly of the people they supported and said they wanted to enable people to live independently in their own homes.

People told us they felt respected and valued and they considered staff to be patient and caring. People told us staff were kind. One person told us, "The kindness they show me is simply amazing." Relatives we spoke with also commented on the caring nature of staff. One relative said, ""They sit on the edge of the bed and talk to [my family member.] That means a lot."

Relatives told us they were consulted and involved in their family members care. People we spoke with confirmed they were involved in their care planning if they wished to be.

Staff we spoke with were able to describe the help and support people required to maintain their safety and people who received support told us they felt safe. Staff were trained to ensure their knowledge was in line with best practice.

People told us they were supported to access healthcare professionals if this was needed. Relatives we spoke with also confirmed staff supported their family members to gain medical advice if this was required.

People told us they could raise their views on the service provided and there was a complaints procedure for people and relatives to use if they wished. We viewed a complaint and saw this was being responded to.

Staff supported people to have a nutritious dietary and fluid intake. Assistance was provided in preparation of food and drinks as they needed. Staff told us they would report any concerns regarding nutrition and hydration so action could be taken. The registered provider sought healthcare support when appropriate for people supported by All about You Care Services Limited.

Staff told us and people confirmed that staff wore protective clothing when required. This minimised the risk and spread of infection.

Staff told us they were committed to protecting people at the home from abuse and would raise any concerns with the registered manager or the Lancashire Safeguarding Authorities so people were protected.

Recruitment checks were carried out to ensure suitable people were employed to work at the service and staff told us they were supported to attend training to maintain and increase their skills.

There were sufficient staff to support people. People and relatives, we spoke with told us that overall they were happy with the staffing arrangements. People told us there were few occasions when staff were late, but these were unavoidable and they usually received a phone call to advise them of this. Staff we spoke with raised no concerns with the staffing arrangements.

People told us they were supported in accordance with their commissioned care package and they valued the staff who supported them.

The registered manager demonstrated their understanding of the Mental Capacity Act 2005. People told us they were enabled to make decisions and staff told us they would help people with decision making if this was required. People are supported to have maximum choice and control in their lives and staff support them in the least restrictive way possible; the policies and systems in the service support this practice.

Staff told us that at the current time, they were not supporting anyone with End of Life care needs. They told us and we saw that training was available and could be accessed as required. Staff told us they were confident they would be able to meet people's needs.

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.

People received their medicines when they needed them and processes were in place to support safe medicines administration.

Staff were able to explain the action they would take to safeguard people from abuse and told us they would do so to protect people.

Staff were recruited safely and staffing was arranged to enable people's needs to be met.

Is the service effective?

Good ●

Care documentation we viewed showed the help and support people required to maintain

People were supported to seek further professional medical advice if this was required.

Staff received training and supervision to enable them to deliver care and support which met people's needs.

Processes were followed to ensure the requirements of the Mental Capacity Act (2005) were adhered to.

People were supported to eat and drink sufficient to meet their needs and preferences.

Is the service caring?

Good ●

The service was Caring.

People and relatives told us staff were caring and their dignity and privacy was respected.

Staff spoke kindly about the people they supported and records were written in a respectful.

Staff knew the individual likes and dislikes of people who received support and the care given reflected these.

Is the service responsive?

Good ●

The service was Responsive.

People and relatives told us they were involved in their care and that of their loved one.

People were supported to take part in activities which were meaningful to them.

There was a complaints procedure to ensure people's complaints could be reported and addressed.

Is the service well-led?

Requires Improvement ●

The service was not consistently well-led.

The registered provider had not displayed their performance assessment at the registered location, or on their website, therefore the service cannot be rated as well-led.

People who used the service, staff and relatives told us they could talk to the registered manager and registered provider if they wished to do so.

Staff were able to explain their roles and responsibilities and told us they were able to approach management if they needed advice or clarity.

Checks were carried out to identify if improvements were required.

The registered provider sought feedback from people to improve the service provided.

All About You Care Services Limited

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 was planned to check 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.

The inspection visit took place on the 30 May 2018 and the 04 June 2018 and the first day was unannounced. On the first day the inspection was carried out by an adult social care inspector and an inspection manager. The second day of our inspection was announced. At the time of our inspection visit All About You Care Services Limited provided care and support to 189 people.

Before our inspection visit we reviewed the information we held on All About You Care Services Limited. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people who received support. On this occasion we did not ask the registered provider for a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We contacted the local funding authority and asked them their views on the service provided. In addition we contacted Healthwatch. Healthwatch are the independent national champion for people who use health and social care services. We used all information gained to help plan our inspection.

We spoke with eight people who received support, and eight relatives. We also spoke with four care staff, a supervisor and two area managers. In addition we spoke with the registered manager, the registered provider and the person in charge of recruitment and training.

We looked at care records of fifteen people who received care and support and a sample of medicine and administration records. We also viewed a training matrix and the recruitment records of three staff. We looked at records relating to the management of the service. For example, we viewed records of checks

carried out by the registered provider, policies and staff records. We also visited one person in their own home and we visited the Supported Living Service.

Is the service safe?

Our findings

We asked people if they felt safe receiving support from All About You Care Services Limited. People told us, "I know I'm safe with them." And, "I'm safe. Yes, of course I am." Relatives we spoke with told us they had no concerns with their family member's safety. One relative commented, "Never been concerned about safety. They do a good job."

Care records we viewed contained information to control risk and instruction on how people had agreed to be supported. For example, we saw a care plan instructed a person needed their walking equipment to be placed near them. This minimised the risk of falling.

During the inspection we noted further information was required in three of the records we looked at. We discussed this with the registered manager and registered provider and prior to the inspection concluding, we saw this had been done.

We recommend the service seeks and implements best practice guidance in the documentation of people's needs and wishes.

Staff we spoke with were able to describe people's individual needs and the help and support they required maintain their safety and well-being. For example, staff could explain the support people needed to live independently. This meant people were supported by staff who knew their individual needs.

We checked to see if medicines were managed safely. We did this by checking Medicine and Administration Records (MAR) and the amount of medicines remaining. We found the MAR and the totals of medicine remaining matched. This indicated people received their medicines as prescribed.

Within the Supported Living Service we noted the temperature of the room where medicines were stored was not consistently monitored. This posed a risk that the room temperature would not be maintained at a temperature appropriate for medicines storage. We discussed this with the registered manager and the registered provider and on the second day of the inspection we were informed this had been resolved. We also noted the month the MAR record had commenced was not consistently recorded on individual records. We discussed this with the registered provider who informed us they would investigate this.

We looked at how accidents and incidents were being managed. Staff told us if an accident occurred they would record this in the person's daily records, on an accident form and verbally report this to the office. We saw accident forms were completed. The registered provider told us all accidents and incidents were monitored by them for trends and they took action if this was required. For example, it had been noted that staff were at risk from harm from animals when they visited some homes. The registered provider described the action they had taken. This showed the registered provider reviewed accidents and incidents and took action to minimise the risk of reoccurrence.

Staff told us they were committed to protecting people from abuse. One staff member said, "I'd report to my

line manager and we'd make a referral to the safeguarding authorities if required." Staff said they would report any safeguarding concerns to the registered manager, the registered provider or to the Lancashire safeguarding authorities if this was required.

Staff explained what they would report to ensure people were safe. For example, staff told us they would report unexplained bruising, falls with injury or allegations of abuse to ensure people were protected. We saw the service had a safeguarding procedure to guide staff and the contact number was available to staff to allow prompt referrals to be made if necessary.

We viewed documentation which demonstrated staff were recruited safely. We spoke with two newly recruited staff members who confirmed references and a Disclosure and Barring Check (DBS) were obtained prior to them starting work at All About You Care Services Limited. A DBS check helped ensure only suitable staff were employed.

Staff told us they received an induction prior to supporting people. They also told us they shadowed experienced members of staff so they were able to learn practical skills as well. Staff were complementary of the training they received. They told us they felt more competent and confident as a result. This demonstrated the registered provider supported staff with a suitable induction so safe care could be delivered.

People told us there had been few occasions when staff did not arrive at their expected time. They said that staff usually arrived on time, and if they were going to be late they generally got a telephone call to advise them of this. We were told, "They're very good at timekeeping. They arrive on time and if they don't someone usually rings me." And, "They come on time and if they're going to be late I always get a phone call with an apology." Relatives we spoke with raised no concerns with the timekeeping of staff.

Staff we spoke with told us they had sufficient time to spend with people and they did not feel they had to rush people. They explained visits were well planned and they usually had time to travel from one person to another. Staff told us if they had concerns they would raise this with the office if they felt people required more support than the commissioned time allowed. This demonstrated staff were mindful of the needs of people who received care and support and would seek additional advice if they were concerned.

Staff told us they were provided with personal protective equipment to help minimise the risk and spread of infection. People we spoke with confirmed staff used these when they received support with personal care. This helped ensure the risk and spread of infection was minimised.

Is the service effective?

Our findings

People told us they were happy with the care provided. Comments we received included, "I'm so happy with them. They're excellent." A further person said, "I've got a lot of admiration for All About You. They make sure the care I get is right for me." Relatives told us they were happy with the care and support their family members received. One relative commented described the care as, "Good."

People told us they were encouraged to consider if they needed to seek professional medical advice. One person described how staff had noted they did not seem their usual self and had supported them to see a Doctor. The person told us they had received prescribed medicine and had recovered. Relatives we spoke with confirmed that staff contacted them and arranged for a doctor to become involved if that was agreed. Staff we spoke with told us they would discuss any worries about a person's well-being with the person and their family. They explained they would respect their wishes but offer support so people could access medical advice when needed. We saw care records contained the contact details of other health professionals to enable contact to be made. For example, doctor, pharmacy and district nurse details were available and accessible if these were required.

We asked the registered manager how they obtained and implemented information on best practice guidance and legislation. They told us they attended forums and networking events to learn and share best practice. We saw evidence that this was cascaded to staff within the organisation. For example, we saw an email which advised of a cold weather alert and how to support people who may be vulnerable. Staff confirmed this had been received by them and they had implemented the advice when supporting people. This demonstrated the registered provider sought to implement best practice at All About You Care Services Limited.

The registered provider used technology to record staff attendance at people's homes. We saw a code was on a care record and staff told us this code was scanned by them onto a software programme on their phone. This recorded when staff arrived at a person's home and when they left. This information was then displayed on a television screen in the office of the agency. Staff told us they sometimes received phone calls to check they had arrived or left a person's home as sometimes there was a delay in the information being transferred. The registered manager told us they monitored the system so they could check people received the help and support they required at the right time.

Staff told us they received training to enable them to update and maintain their skills. Staff were complementary of the training they received. They told us an on-going plan of training was in place and they also had regular meetings with their line manager to discuss any concerns, and to receive feedback on their performance. We viewed documentation which evidenced this took place. This meant staff were able to access feedback on their performance and training to increase their skills.

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 who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the MCA.

People we spoke with told us their consent was gained prior to care being delivered. Where people did not have the mental capacity to consent to their care, relatives told us they were consulted and involved in any decision making. We visited the home where people lived together in a shared property. We saw evidence that decisions were made in people's best interests and if advocacy services were required these were sought.

Documentation viewed showed the service sought to engage with relevant professionals to ensure decisions were made with people's best interests in mind. We found if restrictions were required to maintain people's safety and wellbeing, these were lawful and followed the correct processes to ensure people's rights were upheld.

Care documentation we viewed showed the help and support people required to maintain their nutrition and hydration needs. We spoke with one person who told us the support they required and they confirmed the staff provided this. We viewed the person's care plan and saw recorded the help they needed in relation to their nutrition and hydration. Staff we spoke with told us if they were concerned that a person wasn't eating or drinking enough, they would speak to them (or their relatives as appropriate) and support them to seek medical advice.

Is the service caring?

Our findings

People who received support from All About You Care Services Limited told us staff were caring. Comments we received included, "The kindness they show me is simply amazing." Also, "They're really professional and at the same time they're caring." Relatives told us, "Carers are very experienced and we can rely on them." Also, "They sit on the edge of the bed and talk to [my family member.] That means a lot."

Staff spoke affectionately of people they supported. Staff told us they were committed to helping people retain their independence and stay in their own homes. Comments we received included, "If I can finish work knowing my clients are happy, I'm happy." And, "I'm proud to help people stay in their own homes." Also, "As a human being I couldn't do this job if I didn't care." This demonstrated staff had a caring approach.

Care records we viewed were written in a respectful way and contained information about people's social histories and backgrounds. People told us they had met with office staff who had asked for these details. We spoke with the care supervisor who told us this information was useful as it helped build positive relationships between staff and people who received support. People told us, "They know me inside and out." And, "They [staff] have become my friends."

People told us their privacy and dignity were respected. One person told us how their phone had rung while staff were in the room. They explained staff had offered to leave so they could take the call in private. A further person told us, "I never feel embarrassed with the carers." Relatives we spoke with raised no concerns with their family member's privacy and dignity. Staff we spoke with could give examples of how they upheld people's right to a private life and maintained their dignity. Staff told us they only entered people's homes at the agreed times to deliver care, they sought consent if they needed to fetch items from cupboards or drawers and they took care to make sure curtains were drawn before personal care was delivered.

We spoke with the registered manager about access to advocacy services should people require their guidance and support. The registered manager told us details were made available to people if this was required. This ensured people's interests would be represented and they could access appropriate support outside of All About You Care Services Limited.

Staff we spoke with told us they had received training in equality and diversity and they would report any concerns of discrimination so this could be prevented. Staff had a good understanding of protecting and respecting people's human rights. Staff told us they valued each person as an individual and would make sure people's rights were upheld by promoting equality and inclusion. One staff member said, "It's not for me to give an opinion on how they live their lives. We're there to protect and respect their individuality." This demonstrated people's human rights were protected and promoted.

Is the service responsive?

Our findings

People told us staff were responsive to their needs. One person told us they had been unwell and staff had noted this. They had encouraged them to see a Doctor and the staff member had stayed with them until the medical support had arrived. They explained they had been suffering from a life threatening medical condition and staff had responded quickly to ensure their well-being. Another person told us they had requested their visit times be changed and this was accommodated by the service. They said, "I truly don't know what I'd do without them." A relative we spoke with told us the service had arranged and been ready to increase the support their family member received. They told us they considered the service had responded to their family member's changing needs.

Records we viewed were person centred and contained information relevant to the individual. For example, we saw care records instructed staff in the likes, dislikes and preferences of people who used the service. People's objectives and desires had been identified and recorded as part of the plan of care. For example, to remain independent or maintain healthy diet. This enabled responsive care to be delivered.

We asked the registered manager and area managers if people were supported to discuss their end of life wishes. We were told that people were given the opportunity to discuss this and if specific wishes were shared, this would be documented in the care plan. We saw a training package was available for staff to complete and staff told us they would support people at this time in their life. Staff told us they would support people to discuss their End of Life wishes with them and there was training available for them to complete. Staff told us they were confident they would be able to meet people's needs.

We checked to see if people and their relatives were involved in care planning. People told us they were. We were told, "My husband was involved in care planning and so was I." Also, "My care plan was done with the staff." Relatives commented, "They sat down with us and wrote a care plan which I signed on behalf of my wife." Also, "I was involved in care planning and it's been reviewed." Records we viewed in the office of the service were not always signed. Prior to the inspection we were informed this had been completed.

Care records identified any communication needs and staff told us they would support people if they needed to access information in a different way. For example, by using pictures or large print to support understanding. This demonstrated the registered provider considered people's individual needs.

We visited the supported living service and spoke with one person who told us they were supported by staff to take part in activities which they enjoyed. They told us this was important to them. We also spoke with a relative who told us their family member was supported to take part in activities. They told us this had had a positive impact on their family member. Staff we spoke with told us they were committed to helping people continue their hobbies and explore new opportunities. This demonstrated people were helped to follow their areas of interest.

All About You Care Services Limited had a complaints procedure which was available to people who used the service. We reviewed the complaints procedure and saw it contained information on how a complaint

could be made and the timescale for responses. All the people we spoke with told us they had no complaints but they would raise these with staff, the registered manager or the registered provider if they had. Relatives we spoke with told us they had no complaints regarding the care and support provided to their family members and they were confident any concerns would be investigated.

Staff we spoke with told us they supported people to make complaints. They explained people's rights to complain were respected and any complaints would be passed to the registered manager or registered provider to enable any investigations to take place.

We reviewed five complaints and saw three had been investigated and concluded. Two complaints were still in the process of being concluded. This demonstrated the registered provider had a complaints process which was used to investigate any concerns raised.

Is the service well-led?

Our findings

There was a registered manager employed at All About You Care Services Limited. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

It is a statutory requirement that registered providers of health and social care services display their performance assessment from the last Care Quality Commission (CQC) inspection report. Registered providers must ensure their performance assessment is displayed clearly at each location delivering a regulated service and on their website. We checked to see the registered provider had met this statutory requirement. We found the rating from the CQC inspection carried out in August 2016 was not displayed on the registered provider's website.

This was a breach of Regulation 20A as the registered provider had not displayed their performance assessment in accordance with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 20A (Requirement as to display of performance assessments.)

The registered provider took swift action to remedy this. Prior to the inspection concluding, we saw the rating was displayed.

We saw documentation which evidenced unannounced checks were carried on the competence of staff, Staff told us that if people consented, they were observed supporting people and were given feedback on their performance. Staff explained as well as their own practice, care records and medicines were also checked for accuracy. This meant the registered provider was monitoring the performance of the staff and service to identify any shortfalls.

We saw there was a central record of all the care records audited by the registered provider. We asked if the care record checks carried out by the area managers were scheduled in advance and the outcomes centrally recorded on the care records audit we had seen. We were informed checks were diarised in advance and records kept of the findings. This allowed the registered provider to maintain oversight of the findings of checks and to identify any areas of improvement or good practice.

We spoke with the registered provider, the registered manager and two area managers to discuss the responsibilities of each role within the organisation. We found the service had clear lines of responsibility and accountability with a structured management team in place. The management team were knowledgeable of their roles and how worked together to ensure a cohesive service was provided. Staff we spoke with were also knowledgeable of their own roles and those of the management team. They told us they would have no hesitation in seeking advice and clarity from any of them if the need arose. This demonstrated there was an operational management structure to help ensure the business ran smoothly.

The registered provider and the registered manager spoke openly about their drive and commitment to making sure people received high quality care which enabled people who used the service to live as independently as possible. Staff we spoke with echoed this vision. They told us they were proud to work for All About You Care Services Limited and took their roles very seriously. Comments we received included, "We're a professional team. We know our jobs and do them to a good standard." Also, "I like working for an agency that wants to do the right thing by service users." And, "My job is all about keeping people in their homes, where they want to be." This demonstrated staff understood and were committed to, providing people with help and support which met their needs and wishes.

We saw evidence the registered provider held meetings with the management team in place. These were used to discuss key areas within the organisation such as the outcomes of audits, and training. This helped ensure areas of improvement were identified and successes celebrated.

Staff told us they did not currently have staff meetings, but they did not feel the need for these to be introduced. They told us they were confident and comfortable in approaching any of the management team, the registered provider or registered manager if there was a need to do so. They told us they received updates and best practice information in the form of emails, or memo's. Staff told us if they had any questions, they would ask any member of the management team.

We saw evidence a survey was in place to seek the views of people who used the service. We were informed by the registered provider that the survey was analysed to identify any trends. People we spoke with confirmed they had received a survey and they were consulted on the running of the service. They explained the staff at the office contacted them periodically to seek their views on the service provided and this was also discussed when staff were being observed by senior staff in people's own homes. This demonstrated people were offered the opportunity to engage with and give feedback to the registered provider on the running of the service.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	<p>Regulation 20A HSCA RA Regulations 2014 Requirement as to display of performance assessments</p> <p>The registered provider had failed to display their performance assessment on their website and within the registered location.</p>