

Ms Priscilla Varayidzo Ngala

# Excelle Home Care

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service well-led?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Excelle Home care is a domiciliary care agency and is based in the London Borough of Havering. The service provides personal care to adults in their own homes. 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.

The service was supporting 11 people with personal care at the time of the inspection.

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

At our previous inspection of this service on 26 April 2021, we found robust quality assurance systems were not in place to identify shortfalls we noted with risk assessments and staff time keeping. At this inspection, we found improvements had been made and quality assurance systems were in place to identify shortfalls and take prompt actions to ensure people were safe.

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 requires improvement (published 12 June 2021) and there were breaches of regulation. We issued requirement notice for breach of Regulation 18 (Staffing) and a warning notice for breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

### Why we inspected

We undertook this targeted inspection to check if there were improvements regarding the concerns we identified at the last inspection about governance of the service and if the service was compliant with the warning notice we served. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on warning notices or to check 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, 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 well-led?

At our last inspection, we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Excele Home Care

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had complied with the warning notice in relation to Regulation 17 (Good Governance).

#### 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.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection we were informed that the service manager would be applying to become the registered manager.

#### Notice of inspection

Our inspection was announced. We gave the service notice of the inspection. This was because it is a small service and we needed to be sure that a member of the management team would be in the office to support with the inspection.

#### What we did before the inspection

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 also reviewed the information we already held about the service and provider. This included last

inspection reports, enforcement and notifications. A notification is information about important events, which the provider is required to tell us about by law. We used all of this information to plan our inspection.

#### During the inspection

We spoke with 1 person that used the service, 4 relatives, the provider, the service manager, the field supervisor and 2 staff. We reviewed quality assurance records such as audit arrangements. As part of this, we reviewed a sample of risk assessments and staff call logs.

# 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 Requires Improvement. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. 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

At our last inspection the provider had failed to take proper steps to ensure there were effective systems to assess, monitor and mitigate risks to the health and safety of people to improve the quality and safety of the services provided. This was a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We had found there was lack of robust audit systems in place to identify shortfalls we found with risk assessments and call logs. This was required to ensure high quality timely care was being delivered at all times and there was a culture of continuous improvement.

At this inspection we found enough improvement had been made and the service was no longer in breach of Regulation 17 and had complied with the requirement notice in this area. However, the provider needs to ensure recent improvements are consistently implemented and sustained.

- During this inspection we found systems were in place for quality assurance of the service. Audits had been introduced and was being completed on staff call logs. This included daily audits from a member of staff followed by a weekly audit report by the field supervisor, which the service manager reviewed. The call logs showed small percentage of lateness and staff not staying the allocated times. The service manager told us this was being addressed and was due to traffic and people requesting staff leave early. People and relatives told us they had no concerns with staff time keeping. A relative told us, "Generally, they [staff] are always on time. They [staff] let me know if they are really late." A staff member commented, "We are given enough time for travel so we are not late."
- Systems were in place to ensure risk assessments were reviewed. Improvements had been made with risk assessments. We found risk assessments had been completed for identified risks, which included signs and symptoms of certain health conditions and actions to take to ensure people were safe. Risk assessments had also been completed for people at risk with skin complications and falls. A relative told us, "It is going well so far, [person] feels safe." A staff member commented, "I find the care plans and risk assessments are good, it is very helpful."
- People and relatives told us the service was well-led. A person told us, "I do not have any issues at all." A relative commented, "I have no concerns; they are good service. Everyone is very nice. They are good"

people."

- Staff told us the service was well led and enjoyed working for them. A staff member told us, "I love working there [for the service]. Care job I have passion for. They [Excelle Homecare] are fine, they [management team] support us well.