

Destiny Support Care Limited

Destiny Support Care

Inspection report

Quadrant Lodge
The Quadrant
Stevenage
Hertfordshire
SG1 1ER

Tel: 01438488110

Website: www.destinysupportcare.co.uk

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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

This inspection site visit took place on 07 November 2017. We gave the provider 48 hours' notice of the inspection visit because the agency is small and the registered manager is often out of the office supporting staff or providing care. We needed to be sure that they would be available.

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community. It provides a service to older adults and younger disabled adults. Not everyone using Destiny Support Care receives a regulated activity; Care Quality Commission (CQC) only inspects the service being received by people provided with 'personal care' such as help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided. At the time of this inspection 18 people received support with their personal care.

The service had a registered manager in post. 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.

In November 2016 a focussed inspection had been undertaken in response to concerns raised with CQC, and at that time we found that people had not always received their care at the agreed times. Since that inspection the provider had moved offices which had resulted in a change to their registration status and Destiny Support Care now appeared as being 'newly registered'. However, as the provider and staff team remained the same and continued to provide the same service we have taken the provider's inspection history into account when we carried out this inspection. At this inspection we reviewed the actions taken by the provider in response to the concerns raised in November 2016 and found that people still felt that their care was sometimes later than agreed. People told us that this did not have any negative impact to their safety or wellbeing and that they understood that staff would sometimes be later than planned due to traffic problems or an unavoidable delay at a previous care visit.

People felt safe receiving their care from staff of Destiny Support Care. Staff had been trained how to safeguard people from avoidable harm and about the potential risks and signs of abuse. Risks to people's health, well-being or safety were assessed and reviewed at regular intervals to take account of people's changing needs and circumstances. There were enough staff available to meet people's needs and safe recruitment practices were followed to help make sure that staff were suitable for the roles they performed. People received their medicines regularly and were satisfied that their medicines were managed safely. Staff took appropriate actions to protect people from the risk of infection. The management team demonstrated an open culture of learning from complaints, shortfalls identified by routine audits and other relevant events.

People received care from a staff team who knew them well and received the training and support to meet their needs. People were supported to have maximum choice and control of their lives and staff supported

them in the least restrictive way possible; the policies and systems in the service supported this practice. Staff provided support for some people to have food and drink of their choice. Staff supported people to access healthcare appointments if needed.

People, and their relatives were satisfied with the staff that provided people's care. Staff respected people's dignity and encouraged them to remain as independent as possible. People received care, as much as possible, from the same care staff or team of care staff members. People's care records were stored in a lockable office in order to help maintain their dignity and confidentiality. People were regularly asked about their care and support needs so that their care could be tailored to their changing needs.

People's care plans were sufficiently detailed to be able to guide staff to provide their individual care needs. People's care needs were reviewed regularly to help ensure the care provided continued to meet people's needs. Care was arranged around people's wishes and needs. Concerns and complaints raised by people who used the service or their relatives were robustly investigated and resolved and the management team worked closely with complainants to help make sure that they were satisfied with the outcomes.

People felt that the registered manager was approachable with any concerns. All the people we spoke with told us that they felt Destiny Support Care was well managed, well run and said that they would recommend the service to other people. The registered manager demonstrated a good knowledge of the staff they employed and people who used the service. Staff told us that the management team was approachable, supportive and that they could talk to them at any time. There was a programme of checks undertaken routinely to help ensure that the service provided for people was safe. People received regular satisfaction surveys to complete to provide feedback about the service they received.

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 said that sometimes staff were late for their care calls but all people said this was not a concern and did not have a negative impact for them.

People told us that they felt safe receiving their care from staff of Destiny Support Care.

Staff had been trained in how to safeguard people from avoidable harm and were knowledgeable about the potential risks and signs of abuse.

Potential risks to people's health, well-being or safety were assessed and reviewed regularly to take account of people's changing needs and circumstances.

There were enough staff available to meet people's needs.

Safe and effective recruitment practices were followed to help make sure that all staff were of good character and suitable for the roles they performed at the service.

People received their medicines regularly and their medicines were managed safely.

Staff took appropriate actions to protect people from the risk of infection.

The provider operated an open culture of learning from complaints, shortfalls identified by routine audits and other relevant events.

Is the service effective?

Good ●

The service was effective.

People and their relatives said that the service provided by Destiny Support Care was appropriate to meet people's needs.

People received care from staff who knew them well, and had the

knowledge and skills to meet their needs.

Staff completed an induction when they commenced employment with Destiny Support Care and a programme of training was in place to support staff to provide safe and effective care.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible.

Staff supported some people at mealtimes to have food and drink of their choice.

Staff were observant and responsive to people's health needs and available to support people to access healthcare appointments if needed.

Is the service caring?

Good ●

The service was caring.

People, and their relatives were satisfied with the staff that provided people's care.

People told us that staff respected their dignity and encouraged them to remain as independent as possible.

People received care, as much as possible, from the same care staff or team of care staff members.

People's care records were stored in a lockable office in order to maintain the dignity and confidentiality of people who used the service.

People were regularly asked about their care and support needs so that their care plan could be updated as their needs changed.

Is the service responsive?

Good ●

The service was responsive.

People and their relatives where appropriate, had been involved in developing people's care plans.

People's care needs were reviewed regularly to help ensure the care provided continued to meet people's needs.

People's care plans were sufficiently detailed to be able to guide staff to provide their individual care needs.

Concerns and complaints raised by people who used the service or their relatives were appropriately investigated and resolved.

Is the service well-led?

Good ●

The service was well-led.

People knew the registered manager by name and felt that they were approachable with any concerns.

All the people we spoke with told us that they felt Destiny Support Care was well managed, well run and that they would recommend the service to other people.

The registered manager demonstrated an in-depth knowledge of the staff they employed and people who used the service.

Staff told us that the registered manager and senior staff team was approachable and that they could talk to them at any time.

There were a range of checks undertaken routinely to help ensure that the service provided for people was safe.

People received regular satisfaction surveys to complete to provide feedback about the service they received.

Destiny Support Care

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.

We gave the service 48 hours' notice of the inspection visit because it is small and the registered manager is often out of the office supporting staff or providing care. We needed to be sure that they would be available.

The inspection was undertaken by one inspector.

Inspection activity started on 06 November 2017 and ended on 10 November 2017. The inspection process included speaking on the telephone with a sample of people who used the service, relatives of some people who used the service and some staff members in order to obtain their views.

We reviewed information we held about the service including statutory notifications that had been submitted. Statutory notifications include information about important events which the provider is required to send us. Due to a recent change in the provider's registration we had not requested a Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

We visited the office location on 07 November 2017 where we spoke with the registered manager and two senior staff members. We reviewed care records relating to three people who used the service and other documents central to people's health and well-being. These included staff training records, medication records and quality audits.

Is the service safe?

Our findings

At the previous inspection of this service in November 2016 people told us that staff were often late in arriving to support them with their personal care needs. As part of the planning for this inspection we asked eight people if staff arrived on time to provide their care and seven people responded that staff were very often late. They said this could be anything from 10 minutes to half an hour late and that they did not always have a phone call from the agency office to advise them of this. However, every person we spoke with said that this was not a concern for them and did not have a negative impact on their safety or their wellbeing.

People told us that they completely understood that traffic problems could not always be foreseen and that delays in care visits prior to theirs were unavoidable. One person said, "The staff are not always on time, the mornings are the worst and they can be from 15 to 30 minutes late. This is because the traffic can be sometimes heavy, it has no real impact on me though." Another person said, "Staff are not always on time, sometimes they get held up with people before me. They don't always let me know if they're going to be late, but it really doesn't bother me." A relative of a person who used the service told us, "That's not a fair question. For example one time they [staff] were here and we had to call an ambulance for [person]. They stayed with me to provide support. That was so brilliant and so lovely. So they can't help being late sometimes, you just can't legislate for accidents."

People told us that they felt safe receiving their care from staff of Destiny Support Care. One person told us, "Staff help me feel safe in my own home, they know what they're doing." Another person said, "I feel safe with the staff from the agency and would recommend Destiny Support Care to anyone looking for care." A relative told us, "I do feel that [person] is safe with the staff, it's the way they are with him. They are really good."

Staff had been trained in how to safeguard people from avoidable harm and were knowledgeable about the potential risks and signs of abuse. Staff were able to confidently describe how they would report any concerns both within the organisation and outside to the local authority safeguarding team. They told us that they would not hesitate to use these procedures where necessary and said they were confident that the management team would manage any safeguarding matters appropriately. Information and guidance about how to report concerns, together with relevant contact numbers, was displayed at the agency office and was available to staff. The registered manager and two senior care staff described what they would do if they had any concerns raised with them about people's safety and we were given an example where advice had been sought from the local authority safeguarding team. This showed us that the provider had taken the necessary steps to help ensure that people were protected from abuse and avoidable harm.

Potential risks to people's health, well-being or safety were assessed as part of the pre service delivery assessment and reviewed at regular intervals to take account of people's changing needs and circumstances. The registered manager and senior care staff told us that identified risks were discussed with people in relation to their individual rights to take risks and balancing potential risk with people's choice. Risk assessments were in place for such areas as the environment, moving and handling and medicine administration. These assessments were detailed and identified potential risks to people's safety and the

controls in place to mitigate risk.

Staff gave us an example where they had taken action to promote a person's safety. A staff member had arrived at a person's home to provide their care needs but had not been able to gain access as the door was locked from inside and the key safe was open. The staff member became concerned for the welfare of the person and contacted the Police for assistance. The person was located safe and well.

There were enough staff available to meet people's needs. People told us that there was a group of care staff that provided their support and that they had never experienced an occasion when they had not received a care call. Some people told us that if their regular staff were off sick then one of the senior staff or the registered manager would arrive to provide their care. The registered manager told us that recruitment was a continuous process as the sector is generally transient. However, we were told that the agency had recruited a committed team of staff who were responsive to covering staff shortages.

A senior care staff member told us how proud they were of their team and praised how they responded quickly to requests for cover. For example, on the day of this inspection a staff member scheduled to provide evening calls contacted the office to say that they would not be able to work. A message was put out on a private social media group to the care staff team and volunteers came forward within minutes.

Senior staff told us of a 'quick response team' of a care staff member and a senior that were available to respond in situations where staff had become delayed with an emergency. A senior staff member was also available on call 24 hours a day and able to respond to emergencies out of hours and overnight. This showed that the provider and staff team were committed to ensuring people who used the service were safe.

Safe and effective recruitment practices were followed to make sure that all staff were of good character and suitable for the roles they performed at the service. We checked the recruitment records of two staff and found that all the required documentation was in place including two written references and criminal record checks. We discussed that it was good practice to sign and date copies made of original identification documents such as passports and driving licences to certify that they were true copies of the originals seen. The registered manager acknowledged this and undertake to include this into their recruitment process going forward.

People and their relatives told us that people received their medicines regularly and that they were satisfied that their medicines were managed safely. Care records detailed whether people needed assistance with their medicines or the arrangements for them, or a family member, to take responsibility for any medicines they were prescribed. The service had a medicine policy which gave staff clear instructions about how to assist people who needed help with their medicines. Daily records completed by staff detailed what assistance had been given with people's medicines. All staff had received training in the administration of medicines. One person told us, "Staff support me with my medicines and there has never been a problem." Another person said, "They do help me with my medicines and there's never been a problem with this."

Staff took appropriate actions to protect people from the risk of infection. Staff members had received training in the control and prevention of infection and stocks of hand gel and protective clothing such as apron, gloves and shoe covers were kept at people's homes for staff to use. Senior staff told us that they had stocks of these items in their cars to help make sure that these items were always available for the staff team.

The registered manager and senior care staff demonstrated that there was an open culture of learning from complaints, shortfalls identified by routine audits and other relevant events. For example, we saw where routine audits had identified shortfalls in record keeping which had potential to impact on people's safety the learning from this had been shared around the staff team and discussed at team meetings.

Is the service effective?

Our findings

People and their relatives told us that the care and support provided by Destiny Support Care was appropriate to meet people's needs. One person said, "They [staff] really look after me well, they know what I want and what I like. They know what they are doing and they do it well." A relative of a person who used the service told us, "Nobody could have been more upset than me when they told me I had to have carers help me with my [relative's] care. But now I realise that it was right. They don't take over, they support me to look after [person]."

People received care from staff who knew them well, and had the knowledge and skills to meet their needs. The registered manager told us of various training elements that had been undertaken by members of the staff team and those that were planned for the immediate future. This included basic core training such as moving and handling and safeguarding as well as specific training modules such as end of life care and continence awareness. One person told us, "The staff are definitely skilled and experienced."

Staff completed an induction when they commenced employment with Destiny Support Care. The induction programme was aligned with the Care Certificate framework and included training identified as necessary for the service, and familiarisation with the organisation's policies and procedures. There was also a period of time where newly recruited staff members worked alongside more experienced staff until the staff member felt confident to work alone. This also served to introduce new care staff to people who used the service.

The management team and staff confirmed that there was a programme of staff supervision in place, all staff we spoke with said they received support as and when needed and were fully confident to approach the management team for additional support at any time.

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. We checked whether the service was working within the principles of the MCA. All staff had completed relevant training and understood their role in protecting people's rights in accordance with this legislation.

The registered manager demonstrated a good understanding of when it was necessary to involve people's relatives and health and social professionals in making best interest decisions on behalf of people with limited capacity to make meaningful decisions. People confirmed to us that staff asked for their agreement before they provided any care or support and respected their wishes to sometimes decline certain care or specific carers. Care records showed that people, where able, had signed to give their consent to the care and support provided. The service recorded when people had appointed lasting power of attorney's to support them when they did not have capacity themselves.

Staff supported some people at mealtimes to have food and drink of their choice. Staff had received training in food safety and were aware of safe food handling practices. For most people food had been prepared in advance and staff re-heated meals and made simple snacks as requested. One person told us, "The always ask me what I want from my meals, my [relative] does all my shopping but they [staff] cook the food for me."

Some people who used the service made their own healthcare appointments and their health needs were co-ordinated by themselves or their relatives. However, staff were available to support people to access healthcare appointments if needed. One relative told us, "[Staff name], is a very observant girl. They noted that [person] had a swollen eye and suggested I called the doctor. I did so and there was indeed a concern – brilliant support." One person said, "They are pretty good at what they do. Recently I have had to use a hoist as I can't weight bear now. Staff are managing well despite the bed not being suitable at the moment."

Is the service caring?

Our findings

People, and their relatives told us they were satisfied with the staff that provided their care. A person said, "They [staff] are brilliant, they are very caring. They are professional caring and nice, we have a good laugh." Another person told us, "They [staff] are very good to me. They are very good and very kind. A relative told us, "We are absolutely happy with the service, they [staff] are lovely and very helpful. They spot things they are very good and very efficient."

We saw letters and cards from people who used the service and their families thanking the staff team for the care provided. One relative had written, "We will not forget your truly caring and practical service. Destiny Support Care staff are exceptional people. They are very caring and helpful and a great support, nothing is too much trouble. They are also very cheerful which helps."

People told us that staff respected their dignity and made sure that they supported them in the way they wished whilst encouraging them to remain as independent as possible. A person who used the service said, "They support me to have showers and they always try to protect my dignity." A relative told us, "They are very good with privacy and dignity. The previous company I used drove me crazy, they would leave doors open when they were delivering personal care etc but not with Destiny. They are brilliant. For example, they are very thoughtful when we have company. They will make sure that they don't even bring the dirty laundry through whilst people are here. They are really considerate. I have nothing but praise."

Staff had developed positive and caring relationships with people they clearly knew well. People received care, as much as possible, from the same care staff or team of care staff members. People told us that they were relaxed and comfortable to approach and talk with the staff that provided their care. One person said, "We do get the same carers more or less, we don't get many strangers." Another person said, "I don't always have the same staff, it is sometimes different girls because they all have to have time off. They don't always let me know but very rarely do I get someone I haven't met before."

People's care records were stored in a lockable office in order to maintain the dignity and confidentiality of people who used the service. People knew about their care plans and told us that the registered manager or a senior staff member regularly asked about their care and support needs so their care plan could be updated as their needs changed.

Is the service responsive?

Our findings

People and their relatives told us they had been involved in developing people's care plans. People's care needs were reviewed regularly to help ensure the care that staff provided continued to meet people's needs. We saw that people's relatives were involved with review meetings where appropriate.

People's care plans were sufficiently detailed to be able to guide staff to provide their individual care needs. For example one care plan we viewed stated, "Due to a hearing impairment staff need to speak to [person] clearly and loudly. [Person] would also like staff to face them whilst they are having a conversation. It is best to speak with [person] on their right side as they are deaf on their left."

Staff demonstrated that they were knowledgeable about people's preferred routines, likes and dislikes, backgrounds and personal circumstances and used this to good effect in providing them with personalised care and support that met their individual needs. People told us that their care was arranged around their wishes and needs. For example, one person told us that they had discussed a change to their care times with the registered manager at a routine care review. At the following review we noted that the person was asked if they were satisfied with the change of call times and if this was meeting their needs satisfactorily.

People's changing needs were responded to appropriately and actions were taken to improve outcomes for people. For example, a person told us how their mobility had decreased and that they now needed staff to help them transfer by means of a mechanical hoist. They told us that staff had incorporated this change into their routine care rounds and had supported the person to overcome their trepidation in using the equipment.

Concerns and complaints raised by people who used the service or their relatives were appropriately investigated and resolved. People who used the service and their relatives told us that they would be confident to raise any concerns with the registered manager. For example one person said, "I have never had to make a complaint but I would know how to." Another person told us, "No, I have never had to make a complaint, I would know how to." One relative who told us they were very satisfied with the service provided said, "The only complaint I have is too much laughter! I would call the office if I had any concerns." We reviewed records of complaints received by the service and found they had been responded to in a timely manner and investigated thoroughly. The management team worked closely with complainants to make sure that they were satisfied with the outcomes.

Is the service well-led?

Our findings

The service had a registered manager in post. People who used the service knew the registered manager by name and felt that they were approachable with any problems. One person told us, "The manager comes to provide my care occasionally when they are short staffed and she also comes to check that we are happy at the six monthly reviews. She is very approachable and caring."

All the people we spoke with told us that they felt Destiny Support Care was well managed, well run and that they would recommend the service to other people. One person said, "We are really happy with the service we received from destiny support care, we have no complaints whatsoever." Another person said, "I would recommend Destiny Support Care because I know that people would be safe in their hands." One relative told us "I have recommended Destiny Support Care to other people and they have used the service and are very happy."

We saw cards and letters from people who used the service and their relatives praising the professionalism of the service. For example, one relative had written, "All the staff have worked in a very professional manner showing compassion and attention to individual needs. I would not want to consider using any other company."

The registered manager demonstrated an in-depth knowledge of the staff they employed and people who used the service. They were familiar with people's needs, personal circumstances, goals and family relationships.

Staff told us that the registered manager and senior staff team was approachable and that they could talk to them at any time. Staff told us that there were regular staff meetings held to enable them to discuss any issues arising in the home. A person who used the service told us, "Staff are always having meetings because there have been changes and they need to know what's happening."

There were a range of checks undertaken routinely to help ensure that the service provided for people was safe. These checks included, medicines, repositioning charts, food and fluid intake charts and checking that staff log in and out times corresponded to the data from the electronic call monitoring system. We noted that where issues had been identified through this system of audits they were passed on to the relevant person to address. For example, we reviewed report books for October 2017 and noted that some staff had left gaps in between entries contrary to good practice guidance. In response to this a memo had been circulated around the staff team to remind them of their responsibilities in this area. This showed us that the registered manager was committed to providing a safe service.

People told us that they regularly received satisfaction surveys to complete to provide feedback about the service they received. The registered manager told us that the findings from these surveys helped them to support people and their relatives to positively influence the service provided.