

Mychoice Homecare Limited

# My Choice Home Care

## Inspection report

5B Medomsley Road  
Consett  
County Durham  
DH8 5HE

Tel: 01207507007

Date of inspection visit:

16 September 2022

23 September 2022

28 September 2022

04 October 2022

06 October 2022

Date of publication:

21 October 2022

## 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

My Choice Home Care is a service registered to provide personal care to people living in their own homes in the Consett area. At the time of our inspection there were 39 people using the service.

Not everyone using My Choice Home Care has to receive a regulated activity; CQC only inspects the service being received by people provided with '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 reported they were extremely satisfied with the service. People and relatives said staff excelled at their jobs and always went above and beyond in delivering the care. They described the little extras staff just did as a part of their job. Some people commented this had never occurred when they had used other home care provision.

Staff were passionate about providing good care outcomes and took ownership for their practice. People found the service provided a high standard of care and the quality of staff working with them was exemplary.

Staff found the management team's expectation to treat everyone compassionately, give people all the time they needed, treat each person as an individual and look after the individual as if they were a relative was an excellent approach to adopt. Staff found this enabled them to really work to their best and they really loved working for the company.

The management team had created an extremely robust governance system, which rapidly identified the smallest of issue, which was then quickly addressed.

There were enough staff on duty to cover the care packages. Staff reported the rotas were very well organised and enabled them to easily travel to deliver each care package and have enough time to properly support people. An effective recruitment programme was in place.

Medicines management was effective and closely monitored. Staff who administered medicines had the appropriate training.

Staff adhered to COVID regulations and procedures. The registered manager ensured staff had access to ample supplies of PPE and they completed regular spot checks to make sure staff complied with the guidance and best practice.

Staff had received training around the Mental Capacity Act 2005 and associated code of practice and felt confident applying this in their practice. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the

policies and systems in the service supported this practice.

Staff took steps to safeguard people and promote their human rights. The management team confirmed they took all concerns seriously and determined what lessons could be learnt. Since started no one had needed to make a formal complaint.

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 last rating for this service was good (published 11 August 2017).

#### Why we inspected

This inspection was prompted by a review of the information we held about this service.

This report only covers our findings in relation to the Key Questions safe and well-led. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for My Choice Home Care on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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 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.

# My Choice Home Care

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Act.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

An inspector carried out the inspection.

#### Service and service type

My Choice Home Care is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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. At the time of our inspection there was a registered manager in post.

#### Notice of inspection

We gave a short period notice of the inspection because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 16 September and ended on 6 October 2022. We visited the service on 28 September 2022.

#### What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local commissioners and professionals who work with the service. 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 used all this information to plan our inspection.

During the inspection

We contacted four people who used the service and nine relatives. We spoke with the provider, deputy manager and three staff members. We also received feedback from seven more staff.

We reviewed a range of records, which included four people's care records, medicine records, staff files and a variety of records relating to the management of the service, including policies and procedures.

# 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. At this inspection this key question has remained good. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

- There were enough staff to meet people's needs. The management team closely monitored staffing levels to ensure they could always meet people's needs. The team only accepted more clients when they were confident staff were in place to deliver the care package.
- Effective systems were in place to ensure no calls were missed. The team had developed contingency plans for the inclement weather often experienced in winter months and had people on each run who could walk to clients' houses if needed. One person said, "The staff are wonderful and never let me down."
- The provider operated safe recruitment systems that ensured suitable staff were employed.

### Systems and processes to safeguard people from the risk of abuse; Using medicines safely

- The provider had effective safeguarding systems in place. Staff had a good understanding of what to do and had received appropriate and effective training in this topic area.
- People said staff made sure they were safe and staff were kind and compassionate. One person said, "Really the girls are fantastic and there is nothing to complain about."
- Relatives were kept informed of any changes and found the care delivered met people's needs.
- People's medicines were appropriately managed.

### Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risk assessments were in place to reduce the risk of harm to people. These included environmental and individual risk assessments and provided staff with guidance on the actions to take to reduce the risk.
- The management team assessed people prior to accepting the care package to assure themselves the service could safely meet the person's individual needs.
- The provider was committed to driving improvement and learning. Staff responded appropriately when accidents and incidents occurred. Records were analysed for patterns or trends and incidents were used as a learning opportunity.

### Preventing and controlling infection

- Effective systems were in place to mitigate the risks of people and staff catching or spreading infections.

# 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 good. At this inspection this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- The management team were committed to ensuring people were at the centre of everything they did and aimed to deliver high-quality care standards.
- They promoted a positive, person-centred culture. People told us the management team were approachable and acted swiftly to address any issues. The management team clearly valued each staff member. Star of the month awards were given to staff and these were accompanied with a financial gift.
- People and their families were involved in discussions about individuals' care and support needs. People told us they were confident staff had the skills they needed to provide them with the right care.
- There was a strong culture of promoting quality when delivering the service. This approach had led to high levels of customer satisfaction. People said, "The care is second to none," "We are very impressed with the staff and team" and "They always go above and beyond."

Managers and staff are clear about their roles, and understand quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Working in partnership with others

- The management team regularly reviewed the systems and processes in the service to determine if improvements could be made. Action plans were used to identify and monitor where changes were required and how these could improve the service.
- Reports had been sent to alert the CQC and local authorities when incidents occurred. The registered manager closely reviewed all incidents. They ensured all relevant parties were involved in this process and outcomes were discussed.
- Staff understood their roles, responsibilities and their accountability. They were held to account for their performance where required.
- The service had good links with the local community and worked in partnership with other agencies to improve people's opportunities and wellbeing.