

Eternity Care Ltd

# Eternity Care Ltd

## Inspection report

1b North Road  
Stanley  
DH9 8LD

Tel: 07505543585

Date of inspection visit:  
12 July 2023  
19 July 2023  
27 July 2023

Date of publication:  
22 August 2023

### 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

### About the service

Eternity Care Ltd is a domiciliary care agency providing personal care to older people and people living with a dementia. At the time of our inspection there were 11 people using the service.

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 spoke positively about the care they received from the service. Staff had friendly but professional relationships with people and helped them to achieve positive care outcomes. People and relatives were encouraged to take part in care planning.

Medicines were managed safely. Risks to people were assessed and addressed. Staffing was monitored to ensure people received safe support. The registered manager was going to review how rotas were monitored to reduce the risk of missed calls. Safe recruitment processes were in place. People were safeguarded from abuse. The provider had effective infection prevention and control systems.

Staff were supported with regular training, supervision and appraisal. 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. People's needs were effectively assessed and reviewed on an ongoing basis.

People received personalised support, which was regularly reviewed by them and their relatives. Staff were knowledgeable about people's support needs. The provider had a clear complaints process, which was shared with people and relatives.

People, relatives and staff spoke positively about the management and leadership of the service. Feedback was sought and acted on. Regular checks were carried out to monitor and improve the support people received. Effective partnership working was taking place with a range of external professionals.

### Rating at last inspection and update

This service was registered with us on 1 September 2021, and this is the first inspection.

### Why we inspected

We inspected this service to give it a rating.

### 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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

### Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# Eternity Care Ltd

## 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 Health and Social Care Act 2008.

#### Inspection team

An inspector and an Expert by Experience carried out this inspection. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

#### 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 there was a registered manager in post.

#### Notice of inspection

We gave the service 48 hours' notice of the inspection. This was 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 12 July 2023 and ended on 27 July 2023. We visited the location's office on 12 July 2023.

#### 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 (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 5 people and 3 relatives about their experience of the care provided. We reviewed a range of records. This included 3 people's care records, with accompanying documentation. We spoke with 8 members of staff, including the registered manager, nominated individual and support staff. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection of this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People felt safe using the service. One person told us, "I am very safe with the carers. They are very gentle, and I never feel rushed." A relative said, "[Named person] is safe with them and they do a good job."
- People were safeguarded from abuse. Staff received safeguarding training and knew how to raise any concerns they had. One member of staff said, "If it involves a service user then investigations should be started without fear or favour."

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

- Risks to people were assessed and safely monitored. Care plans contained guidance for staff on how to offer safe support. One person said, "They are well trained, and they always make sure I am sitting comfortably on my shower chair before they wash me, and they have checked the temperature of the water beforehand."
- Plans were in place to support people in emergency situations. These included plans to ensure they continued to receive support in situations that might disrupt the service.
- Accidents and incidents were monitored to see if lessons could be learned to improve people's safety. One person said, "I'm very safe."

Staffing and recruitment

- Staffing levels were monitored to ensure people received their calls promptly from a familiar staff team. Most people said calls were on time and from staff they knew. . Some people gave us examples of staff arriving late. We spoke with the registered manager about this, who said they would review how rotas were monitored to reduce the risk of late calls.
- Staff were safely recruited. The provider's pre-employment checks minimised the risk of unsuitable staff being employed. These included Disclosure and Barring Service checks and interviewing candidates to check their suitability for the role.

Using medicines safely

- Systems were in place to use medicines safely. Nobody was supported with medicines when we inspected, but staff received training in this area and had access to the provider's policies.

Preventing and controlling infection

- Effective systems were in place to prevent and control infection. People and relatives confirmed staff wore personal protective equipment appropriately when delivering support.

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were effectively assessed and monitored to ensure appropriate support was in place. Staff worked collaboratively with people to draw up plans to provide effective care. One person said, "I was very involved with my care planning and the manager listened to me."

Staff support: induction, training, skills and experience

- The provider's induction process was effective in introducing staff to their roles. This included training, meeting people and working with more experienced staff. One member of staff said, "We...had face-to-face training before we started working."
- Regular training took place to ensure staff had the skills and knowledge needed to provide effective support. People told us staff were knowledgeable about how to provide the care they wanted. One person said, "They are well trained and know how I like things done."
- Staff were supported with regular supervisions and appraisals. Staff spoke positively about the role these meetings played in their professional development. One member of staff said, "When there is something the company observes that should be improved, they give feedback in an instructive way. And we get appraisals for good things."

Supporting people to eat and drink enough to maintain a balanced diet

- People were supported to eat and drink in line with their choices and needs. Staff were knowledgeable about people's dietary choices. One person said, "I have my meals presented very nicely and they will ask what do I fancy to eat."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff worked effectively with external professionals and agencies to ensure people received the care they needed. Care plans contained guidance which helped ensure people received consistent support. A relative said, "They are very kind, and the company will facilitate pathways to other health professionals."
- People were supported to access healthcare services where needed. People and relatives said staff were alert to any changes in people that might require medical attention. One person said, "They know if I feel a little unwell as I go quiet and will always ask if there is anything they can do or do I need a doctor."

Ensuring consent to care and treatment in line with law and guidance

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 MCA 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 can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA.

- People's consent to their care was sought and recorded. Staff respected people's decisions. One person told us, "They always ask permission before they enter."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People spoke positively about the care they received. Comments included, "My carers are lovely people. They are very kind to me", and, "I am delighted with my care. You couldn't get nicer [staff]."
- Relatives said people were well treated and received the support they wanted. One relative said, "They are very kind to [named person] and supportive to me as well."
- Staff valued people as individuals and supported them to lead the lives they wanted. People's support was tailored to their personal needs and choices. A relative said, "They will do anything for us."

Supporting people to express their views and be involved in making decisions about their care

- People were supported to express themselves to ensure decisions reflected their choices and needs. Staff spoke with people regularly about how their support was going and whether they would like any changes to be made. One person said, "I have had a visit from someone in the office to ask me if my care is going to plan and are there any changes."

Respecting and promoting people's privacy, dignity and independence

- People were treated with dignity and respect. One person said, "They are so respectful towards me." Another person told us, "I feel very comfortable with my carers as they are very kind and respectful."
- Staff supported people to maintain their independence. People told us how staff encouraged them to do as much as possible for themselves, and care plans contained guidance for staff on this.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Care was personalised to meet people's needs and preferences. People and relatives were involved in planning and reviewing their care to ensure this. One person told us, "I was very involved with my care planning and the manager listened to me." Another person said, "I have a care plan that I was involved with in making decisions as to how often and what I needed care for."
- Effective systems were in place to ensure any changes to people's support needs or choices were communicated to staff in a timely manner. This meant staff had all the information they needed to provide responsive support. One staff member said, "The service is doing well in providing the care stipulated on the client's care plan, recognising diversity and respecting their independence and privacy."

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- Staff were able to communicate with people effectively. People were given information in the most accessible format for them. A relative said, "The carers are very good at communication and have a level of knowledge and skill that they share to enable [named person's] care to be very efficient."

Improving care quality in response to complaints or concerns

- Systems were in place to investigate and respond to complaints. People received information on the complaints process when they started using the service. One person said, "If I had any issues or concerns I know who to call, but I have no complaints."

End of life care and support

- Nobody was receiving end of life care when we inspected, but systems were in place to provide this in a way that reflected people's needs and wishes should it be needed.

# 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.

This is the first inspection for this newly registered service. This key question has been rated 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; 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

- People were supported to achieve positive care outcomes and lead the lives they wanted. One person said, "I am over the moon about my care, they are amazing, and I would give them 20 out of 10." A relative said, "Eternity Care are totally different, they really provide individual care that goes above and beyond."
- Staff spoke positively about the caring culture and values of the service, which were promoted by the registered manager and nominated individual. One staff member said, "The company has been helping service users to recover well and be independent if they can. And if the service user is dropping the package because they no longer need care, the company will be happy that they have changed a person's life."
- Staff at the service had open and honest communication with people and relatives, including when things went wrong. One person said, "They pay attention to detail and are very transparent."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Effective governance systems were in place to monitor and improve standards. The registered manager and provider carried out a range of checks and audits to see if improvements could be made. Where issues were identified remedial action was documented.
- Staff were supported in their roles and said they felt valued and able to develop professionally with the service. One staff member said, "I get lots of opportunities from Eternity Care. They (have) given me a good chance to... grow myself."
- The registered manager was a visible presence at the service. People and relatives said they had regular communication with them. One person said, "It is good that the manager frequently does face to face reviews, she knows what is going on and it gives you confidence."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- Feedback was regularly sought from people and relatives. Where issues were raised action was taken to address them. One person said, "The manager took on board requests for my visits to be arranged for times that suited me."
- Staff felt involved in the running of the service and felt their opinions were valued. One staff member said, "Feedback can be passed on through the company's website, through the management. It's an open door policy actually. Any feedback is actually accepted as this helps the company grow. Either negative or

positive feedback is strongly accepted."

Continuous learning and improving care; Working in partnership with others

- The provider and registered manager were committed to the ongoing growth and development of the service. For example, the registered manager participated in a mentorship scheme where they met with other professionals to share ideas and best practice.
- Continuous learning and development was encouraged and supported. One staff member said, "You take time to learn a lot. If you also have some concerns on things you don't understand they're there to help."