

# Ultimate Group Services East Midlands Limited

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### Inspection report

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Website: [www.ultimategroupservices.co.uk](http://www.ultimategroupservices.co.uk)

### 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:

Ultimate Group Services East Midlands Limited is a domiciliary care agency. It provides care for people living in their own houses and flats. People are supported in their own homes so that they can live as independently as possible. CQC regulates the personal care and support. There were two people using this service at the time of our visit.

### What life is like for people using this service:

The provider provided effective person-centred care to people using the service. Staff listened to people and organised care in an effective way which met the needs of people.

Staff understood the importance of this for people using the service and provided the structured support people required. This enabled people to achieve positive outcomes and promoted a good quality of life. Medicines were managed safely and staff were trained in medicines management and assessed as competent to administer medicine.

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 practise.

There was good oversight by the management and all aspects of the service were monitored with a view to developing the service. The registered manager had a structure in place ensure that there was appropriate staffing to meet people's needs and keep them safe.

Support planning was comprehensive and involved the people and any professionals supporting their health and care needs. The information was kept updated and reviewed regularly according to changing circumstances. Risk assessments were also relevant and current and had good information on how the risk could be reduced.

### Why we inspected

This was a first full comprehensive inspection for Ultimate Groups Services Ltd since its registration in August 2018. This inspection was scheduled in line with our timescales for inspecting newly registered services.

Follow up: We will continue to monitor this service and plan to inspect in line with our reinspection schedule for those services rated 'Good.'

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

## The five questions we ask about services and what we found

We always ask the following five questions of services.

<b>Is the service safe?</b> The service was Safe.	<b>Good</b> ●
<b>Is the service effective?</b> The service was Effective.	<b>Good</b> ●
<b>Is the service caring?</b> The service was Caring.	<b>Good</b> ●
<b>Is the service responsive?</b> The service was Responsive.	<b>Good</b> ●
<b>Is the service well-led?</b> The service was Well-Led.	<b>Good</b> ●

# Ultimate Group Services East Midlands Limited

## **Detailed findings**

### Background to this inspection

#### The 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 checked 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.

#### Inspection team:

One inspector carried out the inspection

#### Service and service type:

Ultimate Group Services East Midlands Limited is a domiciliary care agency. Domiciliary care provides care and support in people's own homes to enable them to be as independent as possible. At the time of our inspection there were two people using the service.

The service had a manager registered with the Care Quality Commission. 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.

#### Notice of inspection

We gave the provider 48 hours' notice of the inspection visit. This was to ensure that the registered manager was at the office as this is a small service. The inspection took place on 14 August 2019.

#### What we did:

We reviewed the information we had received about the service since its registration in August 2018. We reviewed the provider information return (PIR). A PIR is a form that asks the provider to give some key information about the service. This includes what the service does well and improvements they plan to make. We used all of this information to plan our inspection.

At the provider's office we spoke with the registered manager. We reviewed the care records for the people who used the service. We looked at a range of records relating to the running of the service such as the staff

files, policies, risk assessments. We also spoke with the registered manager about the key actions they took to look at quality and safety. After the visit we spoke to two members of staff and one relative and person who uses the service by telephone.

# 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 for 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

- The registered manager understood their responsibilities to safeguard people from abuse. Staff told us how concerns would be acted on to make sure people were protected from harm.
- Staff had been trained in safeguarding and how to recognise the signs of abuse.
- A system was in place to record and monitor incidents and this was overseen by the registered manager.
- The registered manager told us that safeguarding, and whistleblowing was part of staff induction along with other mandatory training to enable staff to do their job. They told us that it was paramount to the service to keep people safe and they had weekly conversations with people and their families to ensure that there were no concerns with any aspects of the service.

Assessing risk, safety monitoring and management

- There were clear risk assessments in care plans with explanations of control measures to keep people safe. Risk assessments were linked to the people's support needs and these were reviewed regularly. The risk assessments did require some developing and the registered manager acknowledged this and was in the process of improving systems and processes including those around risk.
- Staff told us that they ensured that the equipment they were required to use was visually checked at each use. They also checked if servicing had taken place for equipment which required specialist attention.

Using medicines safely

- Staff were trained to administer medicines. The registered manager was qualified as a nurse and had systems in place to assess staff competence on administering medicine to people. There was a robust policy and procedure in place for the administration of medicine and the registered manager did regular checks and audits of Medicine Administration Record (MAR) and acted immediately on any discrepancies. The MAR charts did not have a second page to record any discrepancies. The registered manager told us that he would get the charts from the chemist who supplied the medicine in the future.
- Information on medicines was in the care plans along with direction on administration. The registered manager kept all information up to date when any changes were made.

Preventing and controlling infection

- Staff had received training in infection control and how to prevent the spread of infection such as effective hand washing.
- Staff were supplied with personal protective equipment which was provided to each member of care staff and replenished regularly.

#### Learning lessons when things go wrong

- The registered manager told us that incidents or accidents would be reviewed when they happened and that they would learn from what had happened and put measures in place to reduce the risk. At the time of our inspection there had been no incidents or accidents.
- The registered manager telephoned relatives weekly and discussed the care provided and asked if there were any issues or concerns. A relative told us, "[name] is in regular contact and telephones regularly, the staff know [relative] well and the support is excellent."
- One relative told us, "We have no concerns regarding the service, the staff are good and they arrive on time and do as they are asked."

#### Staffing and recruitment

- There were enough staff available to meet the needs of the people using this service.
- The registered manager told us that they had a system in place to assess staffing levels according to people's needs. They had safe recruitment procedures in place to check suitability to role and current criminal record checks (DBS) and references.

# 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

- Assessment of people's needs, included protected characteristics under the Equality Act 2010, had been completed. For example, people's marital status, religion and ethnicity was recorded. This is important information to ensure people do not experience any discrimination.
- People's health needs were assessed and monitored, professionals were involved in people's care and treatment and their care plans and risk assessments were reviewed and updated accordingly.
- Staff applied learning effectively in line with best practise which led to good outcomes for people and supported a good quality of life. One staff member told us "[name] always had ready meals and fancied a Sunday lunch, I prepared everything, and it was so good to see [name] enjoy a meal so much."

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and skilled and carried out roles effectively. One staff member told us, "We have lots of training, we are just working through our induction but I feel really supported and love my job."
- The registered manager is a qualified general nurse and he can assess staff competencies and support them to carry out their role.
- There was a comprehensive training scheme where staff could complete all mandatory training. There were also courses on specialist areas which the registered manager told us were available depending on the people's needs. The registered manager is actively looking for more training which will meet people's needs and also meet the requirements for the staff to best support people using the service.

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

- Ultimate Group Services East Midlands Limited offered support to prepare meals and drinks where people needed it. This was not always required as some people lived with a partner or family members visited, however, staff were still encouraged to monitor any changes in weight or appearance.
- The registered manager told us that staff would support people with shopping and advise on healthy options where appropriate.

Staff providing consistent, effective, timely care

- People had support that met their needs from a consistent team of staff.
- The registered manager had plans in place to increase the staff team in accordance with increasing the number of people using the service. This would ensure that they were able to cope with the increasing demands of the service.



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

- The Mental Capacity Act 2005 (MCA) provides a legal framework for making decisions on behalf of those who may lack the mental capacity to do so for themselves. The Act requires as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take decisions, any made on their behalf must be in their best interest and as least restrictive as possible.
- People at Ultimate Group Services East Midlands Limited had full capacity and could make decisions regarding their care and treatment.
- The registered manager and staff had received training in the MCA.
- People can only be deprived of their freedom and liberty in the community by the Court of Protection. At the time of our inspection no applications had been made to the Court of Protection.

# 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.

People were supported and treated with dignity and respect; and involved as partners in their care. Ensuring people are well treated and supported

- People received support from staff who were kind, caring and compassionate. People were complimentary of the staff who they told us had developed positive relationships.
- Staff were competent, knowledgeable and skilled and showed a good knowledge of people's needs and preferences.

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

- The registered manager told us that staff supported people to do what they wanted to do and were kind and caring. Staff told us that they really enjoyed the work and the people who they cared for. One member of staff told us, "I really enjoy working with people and do my best, I listen to what they want."
- People were involved in their care, they received informal opportunities to express their views and directed how they wished to receive their care. The registered manager spoke with people and their relatives weekly to ensure that they were receiving the support that they needed.
- Support plans reflected the views of people and their wishes about both care and support and other activities they may want to be involved in.

Respecting and promoting people's privacy, dignity and independence

- People were offered choice and control over their day to day lives.
- Staff showed a good understanding of the importance of respecting people's privacy, dignity and independence. One staff member told us that this was part of their training and that it was important for people to be respected and be as independent as possible.
- The registered manager had an awareness of independent advocacy services should people need this to help them express their views.
- People's confidentiality and privacy was protected. Records were stored securely. The registered manager told us they had the processes in place that ensure all records were managed in line with the General Data Protection Regulation. This is a legal framework that sets guidelines for the collection and processing of confidential, personal information of individuals.

# 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 meet people's needs, preferences, interests and give them choice and control

- The registered manager visited people to complete an assessment of their needs prior to them using the service. Care plans were then developed and used to provide staff with guidance of how best to support people's needs.
- Important information was being developed in easy read accessible formats including equality, diversity and human rights. There was no-one using the service with protected characteristics at the time of our visit, but the registered manager was preparing for the possibility of this being needed in the future.

Improving care quality in response to complaints or concerns

- The registered manager was able to show how complaints or concerns would be managed but the service had not received any. They would use this information to make changes or improvements to systems and processes or the way that people were cared for.
- People were encouraged to express their views and a complaints policy given to all people using the service which was available in accessible format when required.
- One person told us, "I don't need to complain as there are no issues but I would know how to if needed."

End of life care and support

- At the time of our inspection, no one was receiving end of life care. The registered manager was aware of the importance of developing end of life care plans with people when they were required.
- The registered manager was trained in end of life care and could explain how they would write a support plan for end of life and ensure that people had a pain free and peaceful death.

# 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.

Planning and promoting people-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility

- The registered manager fully understood their duties to report notifiable incidents to relevant professionals. They had developed systems and processes to fully monitor the service, the people being supported and the staff team.
- The registered manager showed a commitment to delivering high-quality person-centred care by engaging with people, families and stakeholders. He spoke with people weekly to discuss care needs and the service.

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

- The service was well run. Staff at all levels understood their roles and responsibilities and the registered manager was accountable for staff and understood the importance of their role.
- The registered manager was clear about the quality of the service and talked about growing the service and the implications that may have on the staffing which they had already considered.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The service had good relationships with professionals but needed to develop links with the local community. The registered manager understood that people using the service would benefit from accessing local services.
- The registered manager had an open relationship with families and one person told us, "I wouldn't hesitate to talk to [name] if I needed anything".

Continuous learning and improving care

- The service had everything in place to enable it to grow. The registered manager had sourced training for staff and kept up to date on current legislation by email. Policies were regularly updated in line with legislation.
- The registered manager was keen to grow and develop the service and had planned the growth giving thought to keeping people at the centre of that development.