

Advance Health Care UK Ltd

Advance Healthcare (Broad Meadow)

Inspection report

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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

About the service:

Advance Healthcare (Broad Meadow) is domiciliary care service providing care and support to people in their own homes within an extra care housing scheme for people aged 50 years and over. At the time of the inspection 51 people were 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 received the level of support they needed with their medicines from trained staff. Risks to people had been assessed and plans put in place to manage these. Accidents and incidents involving people were monitored and learned from. Staff understood how to identify and report any abuse concerns. Prospective staff underwent checks to ensure they were safe to work with people.

People's needs and choices were assessed with them. Staff worked with other agencies, teams and professionals to ensure people's needs were met. Staff received training and support to help them provide safe and effective care. People had support to prepare meals where they needed this. Staff respected people's right to make their own decisions.

Staff treated people with respect and kindness and the provider sought people's views on the care provided.

People received care and support that reflected their individual needs and knew how to complain about the service if needed.

The provider monitored the safety and quality of people's care. They sought feedback from people, their relatives and staff on how the service could be improved.

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.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The service was registered with us on 15 August 2019 and this is the first inspection of this service.

Why we inspected

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

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?

The service was safe.
Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.
Details can be found in our effective section below.

Good ●

Is the service caring?

The service was caring.
Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.
Details are in our responsive findings below.

Good ●

Is the service well-led?

The was well-led
Details are in our well-led findings below.

Good ●

Advance Healthcare (Broad Meadow)

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 Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

The service is a domiciliary care agency providing the service within an extra care setting. It provides personal care to people living in their own homes.

Registered manager

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 the inspection there was a registered manager in post.

Notice of inspection

This inspection was announced. We gave 48 hours' notice to the registered manager; this was because we needed to be sure they would be available. Inspection activity started on 25 May 2022 and ended on 16 June 2022. We visited the provider's office on the 16 June 2022.

What we did before the inspection

We reviewed the information we had received about the service since their registration. 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 sought feedback from the local authority and used this information to plan our inspection.

During the inspection

We visited the registered provider's office and reviewed records including four staff recruitment files. We reviewed the files of four people who use the service in relation to medication management. We looked at people's risk assessment and care records. We looked at the provider's monitoring systems and training records for staff. We spoke with the registered manager, operations manager and eight care staff. We also spoke with five people using the service and five people's relatives.

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.

Using medicines safely

- Concerns had been shared with us before this inspection that people were not supported appropriately with their medication.
- One person had not received their prescribed medication for 12 days. This was because the medication had not been ordered by staff. This person had not been harmed as a result of not receiving their medication and the provider had taken steps to minimise the risk of people's medication running out in the future.
- People were supported to receive their medication as prescribed and told us they had no concerns regarding this.
- Staff had completed training to enable them to support people safely.

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

- The risks associated with people's care needs had been assessed. People had detailed care plans and risk assessments to ensure staff had the information to support them safely.
- People and their relatives told us staff provided safe care and support. One person told us, "The staff know what to do; we get on well. I feel very safe with them."
- The provider monitored and analysed any accidents or incidents involving people to minimise the risk of reoccurrence.

Systems and processes to safeguard people from the risk of abuse

- The provider understood their legal responsibilities to inform us and other relevant agencies about any abuse concerns involving people who used the service and had done so when required.
- Staff had completed training in safeguarding, referrals were made where required, and appropriate action was taken to ensure people were safely supported.
- People we spoke with told us they felt safe with staff. One person told us, "I do like the [staff]. We have a good chat and a good laugh." One relative told us, "I don't have any concerns about my family member's safety."

Preventing and controlling infection

- Staff took steps to protect people from the risk of infection, including making appropriate use of personal protective equipment (PPE).
- People and their relatives told us staff wore appropriate PPE when providing their care.
- The provider had an up-to-date infection control policy in place to guide staff on how to reduce the risk of infections.

Staffing and recruitment

- The provider ensured staff were recruited safely. All necessary pre-employment checks to ensure prospective staff were suitable to work with people were undertaken.
- The provider employed enough staff to provide people with a safe and consistent service.

Is the service effective?

Our findings

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

This is the first inspection of 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 care records outlined the choices they had made in relation to the care they wanted. People and their relatives told us the care they received reflected their needs and choices.
- People had individual care plans, risk assessments and regular reviews of these to ensure the care provided was tailored to people's current needs and achieved good outcomes for them.

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

- People's health care needs were met because the staff and management worked in partnership with other health professionals such as the community nursing team.
- Staff understood the need to help people, where appropriate, to seek professional medical advice or treatment if they were unwell. One person told us staff would assist them in calling the doctor if needed as they were hard of hearing.

Staff support: induction, training, skills and experience

- People and relatives felt staff had the right skills to meet their needs. For example, one relative told us, "I have watched the staff, and I find that they have the skills required to look after [person]. One person who used the service told us, "They [staff] do what I ask, seem very knowledgeable, and are very kind."
- Staff told us they had ongoing training and support from management to ensure they had the knowledge and skills to deliver effective care. The staff training records we saw confirmed this.
- When staff commenced employment, they completed an induction to help them settle into their roles and identify any additional training needs they may have.

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

- People were supported to eat and drink where this had been identified as a need within the person's care plan.
- People's wishes and preferences around support with eating and drinking were assessed, recorded and met.

Ensuring consent to care and treatment in line with the law and Guidance.

The Mental Capacity Act.2005 (MCA) provide a legal framework for making 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 need. When they lack the mental capacity to make decisions, any made on their behalf must be in their best interest. When people receive care and treatment

in their own homes an application must be made to the Court of Protection. For them to authorised people to be deprived of their liberty.

- At the time of our inspection, no one using the service was subject to authorisation to deprive them of their liberty from the Court of Protection.
- Staff understood the principles of the MCA, including the need to respect people's right to make their own decisions, to ensure their consent was gained and provide support to people as they wished.

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 told us staff were kind and that nothing was too much trouble for them. One person said, "I feel the staff are brilliant. They are very caring, and I feel well looked after." Another person told us, "They [staff] are so helpful. They respect me, and I respect them."
- A relative told us "The care staff are very friendly and bubbly. (They are) just what my relative needs, and they (person) tell me the staff are very supportive and all very kind."
- People's equality and diversity were promoted by staff who understood the importance of treating people with respect and as individuals.
- Staff had completed training in equality and diversity. One person told us 'They (staff) understand that you are an individual and treat you as such.'

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

- People and their relatives told us they were fully involved in decisions about the care and the support they needed from staff.
- People and their relatives told us communication with the staff and management was good, and they were able to express their views about the care they received.

Respecting and promoting people's privacy, dignity and independence

- People's care records detailed what they could do for themselves and what they needed support with.
- People told us their privacy and dignity were fully considered by staff when providing their personal care.
- Staff told us they had received training on how to protect people's privacy and dignity, and they understood the importance of this. One staff member told us, "We all need some dignity and it is important to ensure people are respected and dignity is maintained so people feel valued."
- People's care plans highlighted the need to promote their privacy, dignity and independence.

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

- People's care and support were personalised to suit their needs and wishes.
- People's care plans were detailed, included information on what was important to them and directed staff on how to support people in a person-centred way.
- People told us staff always asked what they wanted help with daily, even though the care plan was available.
- People were confident their individual needs were considered and said they were given choice and control over how care was delivered. One person said, "The care staff never refuse any request that I have."

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the accessible information standards (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability impairment or sensory loss and in some circumstances to their carers.

- People's individual communication needs were considered and care plans included details about any support they needed to ensure effective communication with staff.
- The registered manager understood their responsibilities under the AIS and confirmed the information people needed could be provided in an alternative format if required, to suit their individual needs.

Improving care quality in response to complaints or concerns

- People told us they knew how to raise complaints about their care, if needed, and said they would speak to staff or the manager. One person said they had made a complaint and it was addressed appropriately.
- We saw the provider recorded the complaints they received and responses had been provided to these.
- The registered manager told us they used complaints or concerns to learn and to improve the service.

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.

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

- The quality of people's care and support was reviewed by the management team, including auditing of people's care records, to ensure risks to people were being mitigated and staff were adopting a person-centred approach.
- Staff and management were clear about what was expected of them at work and where to turn should they need additional support about the performance of their duties,

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

- The provider was aware of their legal responsibilities under the duty of candour. The registered manager understood their associated role and responsibilities and was open and transparent with people, their relatives and others when things went wrong
- The provider understood their responsibilities to notify external agencies, including the local authority and Care Quality Commission (CQC) of certain events.

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

- Feedback was sought from people and relatives, on the service and periodic feedback questionnaires were distributed.
- This gave people the opportunity to give feedback on their care and any suggested changes they would like to see. A relative told us they were verbally asked for feedback and shared only positive feedback with us about the service they received.
- The registered manager told us the feedback they received about the service enabled them to improve the service for people.
- Staff felt able to express their views about people's care, and any concerns identified during their work, to the registered manager and provider and were confident these would be addressed.

Continuous learning and improving care

Working in partnership with others

- The staff, registered manager and provider worked with external health professionals to ensure people's needs were monitored and met.

This involved effective liaison and sharing of information with district nurses, doctors, and pharmacists to

meet people's health care needs.

- The manager understood the importance and the benefits of working alongside people, their relatives and healthcare professionals.