

Rainbow Trust Children's Charity

Rainbow Trust Offices at Church Farm

Inspection report

Middle Common
Kington Langley
Chippenham
SN15 5NN

Date of inspection visit:
17 November 2021

Date of publication:
09 December 2021

Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service

Rainbow Trust Children's Charity provides emotional and practical support, including personal care, to families who have a child with a life-limiting or terminal illness.

At the time of this inspection 52 children were being supported under the regulated activity. 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. A further 20 families were receiving support outside of the regulated activity.

People's experience of using this service and what we found

Risks to children's personal safety had been assessed and actions recorded to minimise these risks. Staff had undertaken safeguarding training and were aware of their responsibilities to identify and report potential abuse. Staff monitored the risks to the families they supported and updated these as required.

Staff felt there was enough time to give families the support they needed. Staff prioritised families according to the needs of the children and closed cases when support was no longer needed.

The service did not administer any medicines or offer this kind of support to people. However, during the pandemic staff collected and delivered medicines for families who had members that needed to shield due to being clinically vulnerable.

Staff had good access to personal protective equipment and protocols and risk assessments were in place to maintain the safety of those being supported and the staff. Staff were part of a regular testing programme and would test before each family visit if requested. Families told us staff had followed the infection control measures the service had put in place in order to minimise the risk during support visits.

The service promoted a positive culture. Staff were passionate about the role they had supporting families and took pride from the difference they made. Staff told us the registered manager was approachable and available and supported them well.

Quality assurance systems were in place to monitor the quality of service being delivered. Families and professionals had the opportunity to give feedback on the service which enabled them to review the service offered. Staff were able to be part of team meetings and monthly supervisions.

The staff and management had worked creatively to meet people's needs and continue their support during the pandemic. From August they implemented digital support to reach families when visiting them in person was not possible. The service worked collaboratively with different professionals in order to maximise outcomes for people.

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

Rating at last inspection

The last rating for this service was Good (published 24 August 2017).

Why we inspected

This was a planned inspection based on the previous rating.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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.

Rainbow Trust Offices at Church Farm

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.

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

The inspection was carried out by one inspector.

Service and service type

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

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 service 24 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.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the

information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with two families who used the service about their experience of the care provided. We spoke with five members of staff including the registered manager.

We reviewed a range of records. This included five children's care records and staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We received feedback from one professional who works alongside the service.

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 the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to ensure children at risk were identified. For example, a red flag icon was recorded on a child's support plan to identify that there was information of concern for staff to be aware of and actions in place to safeguard this child. One staff member told us that staff built up a good rapport with families which enabled difficult discussions to be held if needed.
- Staff had undertaken safeguarding training and were aware of their responsibilities to identify and report potential abuse. Staff were confident on knowing what signs to look for, if a child could not verbalise potential abuse. One staff member told us, "I would identify this through behaviour of both the person and the people around them. Firstly, I would discuss with registered manager. If I need to contact a local safeguarding team I have the details stored on my phone."
- Staff used a lone working app on their phones as a safety measure when working alone. This required staff to sign in throughout their working day or the registered manager would be alerted. This also had a Global Positioning System incorporated to track staff should they need emergency support.

Assessing risk, safety monitoring and management

- Risks to children's personal safety had been assessed and actions recorded to minimise these risks. We saw risks including safety around dietary needs, mobility needs and health management risks. Staff monitored the risks to the families they supported and updated these as required.
- A 24-hour helpline was in place for families which was monitored by managers in the organisation. This was not an emergency line but to provide emotional support or responses to queries. An online portal was also available.
- Staff recorded clear details of their visits with families and the support they provided. This included how the child or children were and what they were engaged in at that visit.

Staffing and recruitment

- Staff managed their own working calendars and liaised directly with families about when they needed their support. One staff told us, "I really like having my own case load of families to support. This ensures continuity of care for the families and means I can get to know them very well."
- Families varied on the type of support they wanted including, after school, hospital appointments and support in the school holidays. Families told us the staff "are amazing" and they only wished they could have them all the time. Any annual leave was covered by other staff or the manager, agency was not used to maintain consistency for the families.
- The registered manager told us the staff team were very good at prioritising families according to the needs of the children and closing cases when support was no longer needed. The registered manager told us they checked staff calendars to ensure they were keeping a good work life balance and maintaining their

wellbeing.

- Staff felt there was enough time to give families the support they needed. Comments included, "I never feel under pressure to take on more families than I can manage" and "I have a monthly supervision with my manager to review my case load to ensure I do not run over capacity." One professional told us, "I have always found the staff to go above and beyond for the families they work with. They take time to build relationships with families to tailor support to need."
- The provider's human resources department oversaw the recruitment process and confirmed with them when information was obtained. This included references and enhanced background checks for prospective staff. We were sent evidence that safe checks had been undertaken for new staff.

Using medicines safely

- The service did not administer any medicines or offer this kind of support to people.
- During the pandemic staff collected and delivered medicines for families who had members that needed to shield due to being clinically vulnerable.

Preventing and controlling infection

- The registered manager had protocols in place for anyone visiting the main office. Staff had good access to personal protective equipment and protocols and risk assessments were in place to maintain the safety of those being supported and the staff. Staff were part of a regular testing programme and would test before each family visit if requested. Where staff supported in hospitals, they would follow the protocols of that organisation.
- Staff told us they had been incredibly well supported during the pandemic. They said, "I have felt very well supported. We are always kept updated on policy and encouraged to ask questions. We have been encouraged to take wellbeing breaks and advice was given on how to look after ourselves", "The message from the beginning from Rainbow Trust was to only doing things you feel comfortable doing, e.g. face to face support, or virtual support. We have always had PPE provided for us, support to get our vaccines and regular PCR testing" and "Our safety has been paramount throughout the pandemic, with our best interests always at the forefront."
- Families told us staff had followed the infection control measures the service had put in place in order to minimise the risk during support visits.

Learning lessons when things go wrong

- For any accidents and incidents that occurred these would be recorded by staff and reviewed by the registered manager and head of care.
- Following any incidents staff would have the opportunity for a debrief from the head of care or within a supervision with the registered manager.

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 the same. 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

- The service promoted a positive culture. Staff were passionate about the role they had supporting families and took pride from the difference they made. One staff said, "I enjoy working for Rainbow Trust because of the service we provide. We can be flexible with the type of support to match what the family needs." A professional told us, "I introduce Rainbow Trust charity to a number of people for the fantastic emotional and practical support that they can access. The team go above and beyond to meet the needs of children and their siblings."
- Staff told us the registered manager was approachable and available and supported them well. Comments included, "[Registered manager name] is very approachable. We have a good working relationship. I feel I can go to her with anything. I also feel higher management are also approachable" and "I feel my manager is very approachable. I am able to contact her when I need to, and if she is not available will always respond as quick as she can. I am always listened to and any suggestions or opinions I have are always considered."
- One staff gave an example of where management had picked up on a learning need they had and tailored the way they worked to better meet this staff member's needs. The staff told us, "This has been very helpful and helped to increase my confidence. I have been through school, college, university and other jobs and Rainbow Trust were the first people to pick up on this and give me the support I needed. That was life changing."
- Bereavement support was an important part of the service offered for supported families and staff. Counselling support was offered to staff on a regular basis and there was internal bereavement support for families to access if needed. One staff member said, "I enjoy working within a team that is approachable, compassionate, inclusive and flexible." The registered manager told us that wellbeing was spoken about a lot within the team and organisation. One staff member explained they were part of the wellbeing group within Rainbow Trust commenting, "I enjoy this role and it makes me aware of how hard Rainbow Trust works to ensure the wellbeing of the staff."
- Families we spoke with praised the service and the staff support they received. One family told us, "[staff name] makes them [children] happy and when they are, we are. [Staff name] is brilliant and knows how to manage very well with both my children and is so kind with all of us."
- The registered manager held their own portfolio of families to support, as they liked to ensure they had a good understanding of the role staff undertook and insight into the processes in place. One staff said, "[Registered manager name] is very visible in the service and is a good role model to the team. [Registered manager name] holds a very small case load of families which I believe to be a good thing as she can fully

understand our day to day working life, and the challenges we may face with supporting families."

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 service had not received any complaints, but people were aware of how to make a complaint if necessary.
- The registered manager understood which events were notifiable to CQC. We used this information to monitor the service and ensure they responded appropriately to keep people safe.

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

- Quality assurance systems were in place to monitor the quality of service being delivered. The registered manager had regular meetings with senior management and each month completed a report including details of referrals, things of concern and any support cases that had been closed. Senior management would check the service was meeting their targets and the registered manager had the opportunity to set their own targets for how they wanted the service to develop.
- Staff had access to laptops which they recorded details of their visits on and had access to necessary care plans relating to the families they supported. The registered manager completed case file audits to look at the support being provided and update anything as required.
- A new outcome tool had been developed which considered different quality of life markers for families in terms of the support the service could offer them. The outcomes of these would then be kept under regular review.
- The registered manager used a range of methods to monitor the practice of staff, this had included pre-pandemic formal observations during support visits, but currently was through supervisions, drop-in group sessions, case file audits and parents snapshot reviews. The registered manager told us, "I am very satisfied in the practice of my family support workers."

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

- We discussed with the registered manager the previous inspection reports recommendation about including the child's voice more within care support plans. Staff told us this continued to be worked on. The registered manager told us a few children had written their own plans, but it was not common, however where a child could contribute to some parts this was recorded in their own words. Staff completed write ups after a visit and there was a section for observing the supported child. This was an opportunity to record the child's behaviour, engagement and responses if they were unable to verbalise their feelings to staff.
- Families and professionals had the opportunity to give feedback on the service which enabled them to review the service offered. Families were sent newsletters four times a year so service news and useful information could be shared.
- Staff also had access to smiley face charts which could be used in appropriate circumstances, with children to talk about what is happening in their household and what 'better' would look like for them. We saw that many lovely comments had been recorded with what the support meant to families and how much the children loved their support workers.
- Staff were able to be part of team meetings and monthly supervisions with the registered manager and a registered counsellor. Staff told us they felt involved in the development of the service and well supported. One staff said, "I like completing a personal developmental review each year. I like setting goals that will be good for my development and the development of the charity."

Continuous learning and improving care

- The staff and management had worked creatively to meet people's needs and continue their support during the pandemic. From August they implemented digital support to reach families when visiting them in person was not possible. The registered manager told us, "No one thought digital would work during the pandemic and it worked so well we are continuing it. My team have been so innovative in the support digitally." One staff member who previously had worked as a teacher supported children remotely with home schooling during the pandemic.
- The registered manager spoke about how one staff member supported a child by interacting with them as the child's favourite story character, and the joy and happiness the impact this had on that particular child. Staff were very positive about the work they did with one staff commenting, "I truly believe Rainbow Trust is the best place I have worked. I love the charity and think what we provide for families is really special."
- The service was currently working on producing kit bags to send to families with cue cards and colouring materials in to initiate conversations at the start of offering digital support. One staff spoke about working on, "Promoting our service, we do lots of fundraising and raise awareness but often when I am asked where I work people have not heard of the charity unless they have been directly involved or have a family member or friend that has been affected by a seriously ill child."

Working in partnership with others

- The service maintained good working relationships with other healthcare professionals. This meant that they worked collaboratively with different professionals in order to maximise outcomes for people.
- One professional told us, "Staff work alongside professional network supporting the family and keep me informed of pertinent information I need to be aware of."