

Direct Care (Tameside) Ltd

Direct Care (Tameside)

Inspection report

8 Commercial Brow
Hyde
SK14 2JW

Tel: 01613383666

Date of inspection visit:

10 November 2020

11 November 2020

19 November 2020

26 November 2020

Date of publication:

29 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Direct Care (Tameside) is a domiciliary care service providing care and support to people in their own homes in the Tameside area of Greater Manchester. At the time of our inspection, they were supporting approximately 220 people.

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 told us they were very happy with how they were supported. They told us care workers were reliable and usually arrived at the time they were expected. People told us they did not feel rushed and were supported at their own pace. Care workers told us their rotas allowed them to spend the time they needed with people and were organised so care workers worked in one area rather than having to travel to different areas between visits.

The registered manager and other management staff understood their responsibilities. They had worked successfully with the local authority to try new ways of working to improve outcomes for people. The local authority felt the service was run with the best interests of people they supported. Incidents and concerns were investigated thoroughly and were analysed to identify if anything could be put in place to prevent things recurring. Some notifications had not been sent to CQC however we are satisfied measures have been put in place to ensure this happens in the future.

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 25 July 2018)

Why we inspected

We undertook this targeted inspection to check staffing and to ensure the managers and staff were clear about their roles and responsibilities. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Direct Care (Tameside)

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether staffing levels in the service were safe and that the provider was making the appropriate notifications to CQC regarding events and incidents.

Inspection team

The inspection team consisted of two Inspectors and an Expert by Experience. 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.

Notice of inspection

The first day of inspection was unannounced.

Inspection activity started on 10 November and ended on 26 November 2020. We visited the office location on 26 November 2020.

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. 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 six people who used the service and three relatives about their experience of the care provided. We spoke with eight members of staff including the registered manager, office staff, senior care workers and care workers

We reviewed a range of records. This included staff rotas and a variety of records relating to the management of 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. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

Staffing and recruitment

- There were sufficient staffing levels in the service. People using the service told us they had no concerns and usually saw the same care worker so they got to know each other well. One person told us, "I have four visits a day and it's mostly the same carer unless someone is on holiday or unwell."
- People told us the care workers were punctual and that they were supported at their own pace and did not feel rushed. People told us, "It's all fine, nothing is rushed" and "They always ask before they go if there is anything else they can help me with."
- Care workers we spoke with told us their rotas allowed them to spend the time they needed with people. Care workers told us the rotas had travel time built in and that the visits were close together so travel was kept to a minimum. Rotas we reviewed confirmed this.
- Care workers gave us examples of how the company had made adjustments for them to allow them to stay in work through the pandemic. Care workers told us they felt part of the team and that it was a very good company to work for.

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. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

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

- The registered manager and staff understood their roles. A variety of quality performance checks were conducted regularly to ensure the quality of the service.
- The local authority told us the service was keen to explore new ways of working to achieve better outcomes for people. The service had worked with the local authority on a number of pilot projects. The local authority told us they felt the service was very well managed.
- We saw incidents and concerns had been investigated thoroughly in conjunction with the local authority and appropriate action had been taken as a result of investigations.
- Incidents and concerns were analysed to identify any patterns or trends to improve the quality of the service.
- The registered manager had recently implemented an improved system to track incidents and accidents to ensure all appropriate actions had been completed, notifications made and to help with analysing them to identify steps that could be taken to try and prevent them happening again.