

CN Healthcare Ltd

# CN Healthcare Limited

## 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:

CN Healthcare Ltd is a domiciliary care agency. It provides personal care to people living in their own houses and flats. At the time of our inspection it provided a service for 23 people. The Care Quality Commission (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 and their relatives told us they felt safe and were protected from the risk of abuse. The service had safeguarding procedures in place that staff received regular training about. Staff knew how to safeguard people from abuse and the processes that should be followed where concerns arose. Risk assessments and risk management strategies were in place as part of the assessment and support planning process. This meant risks to people and to staff were minimised.

Staff files showed staff recruitment was undertaken appropriately. The provider had taken steps to protect people from staff who may not be fit and safe to support them.

There were sufficient staff levels to meet people's needs.

People received their medicines safely. Staff received appropriate training on the safe administration of medicines. This together with appropriate supervision and monitoring meant when required people received their medicines safely and staff had clear guidance to follow.

The provider ensured that all their staff received appropriate training and support to understand and to manage COVID-19. This included best practice for infection control and the use of Personal Protective Equipment (PPE). The provider made appropriate support services available to staff in order to support their mental wellbeing through the pandemic and if they became unwell and when they returned to work.

Accidents, incidents and risks were appropriately recorded and reviewed, with strategies put in place by the service to reduce the likelihood of similar events occurring in the future.

Assessments were undertaken by the local authorities that funded people's support to which the provider contributed. Clear outcomes were identified and people's support plans were revised and updated as people's needs changed. People were supported by staff to eat and drink according to their dietary requirements, taking into consideration people's preferences.

Staff received training in all the necessary areas of their work. Staff had regular supervision and they told us they felt supported.

People told us they were treated with dignity and respect. This was echoed by people's relatives. They told

us staff had the right skills to deliver appropriate care and support. Staff were able to communicate with people well. Information was provided in various formats where required.

People and their relatives said any concerns they had were addressed appropriately and resolved by the registered manager. They told us the registered manager welcomed feedback and they said complaints were dealt with swiftly and professionally.

People told us they thought the service was well led and that they were very happy with the support they received.

There were effective systems in place to monitor the quality of the service provided to people which ensured good governance. Technology was used effectively by the provider to ensure people were informed promptly about potentially missed or late calls. The service had systems in place to notify the appropriate authorities where concerns were identified. The culture of the service was positive, open and person centred.

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

Rating at last inspection and update:

The last rating for this service was good [published 22 October 2018].

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?

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.

# CN Healthcare 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 (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

This 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

This inspection was announced. 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.

#### 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 this information to plan our inspection.

#### During the inspection

We visited the offices of the service. We spoke with the registered manager and the business development officer. We inspected four care files and five staff files. We also reviewed a variety of records relating to the management of the service.

#### After the inspection

We spoke with four staff, three people who used the service and two relatives on the telephone about their experience of the care provided. We asked the local authority for feedback but we did not receive any. We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse. Appropriate safeguarding policies and procedures were in place to protect people from the potential risk of abuse. The registered manager and staff were able to describe appropriately the types of abuse people might face and what actions they would take if these concerns arose.
- People and their relatives said they felt safe with staff. People told us staff supported them well and were careful to meet their needs. One person said, "I have a regular group of staff who support me, I am very happy with the staff I get". A relative said, "They do everything we need them to do and more if we ask them. They never rush us."
- Staff received training for safeguarding adults that they told us helped keep them up to date with current best practice and legislation.

Assessing risk, safety monitoring and management

- People's needs were assessed in partnership with the funding local authority and any potential risks were detailed in the provision of their care. Risk assessments contained information and guidance for staff to follow to reduce the risks identified, such as with personal care and moving and handling.

Staffing and recruitment

- Appropriate recruitment checks were carried out before staff started working for this agency. This helped to ensure people were supported by suitably skilled and experienced staff. The checks included references from previous employers, appropriate identity checks and Disclosure and Barring Service [DBS] checks.
- There were enough staff to support people safely. The registered manager and the care coordinator told us they also worked as care workers when necessary.
- People told us that staff maintained good timekeeping and stayed for the agreed length of time. One person said, "Staff are usually on time. If they are going to be late because of traffic they always let me know by telephone." Another person told us, "I have the same staff and they do everything that's been agreed in my care plan. If I ask for something else, they never refuse. I am very lucky".

Using medicines safely

- Medicines were administered safely. Where people needed some assistance with their medicines a plan was developed for each individual person, so that appropriate assistance could be provided to people.
- Medicines administration records (MARs) were completed by staff and returned to the office for auditing. MARs were up to date and accurate. Staff received training in medicines administration. Checks confirmed people received their medicines safely and as prescribed by staff qualified to administer medicines.

### Preventing and controlling infection

- People were protected from infection because staff followed appropriate infection control procedures in order to help keep them safe. The registered manager confirmed infection control procedures were in place and staff followed them.
- Staff received training in infection control and the safe use of personal protective equipment (PPE) to reduce the risk of infections including Covid-19.
- We were assured the provider was accessing testing for staff in line with government guidance
- The registered manager carried out regular checks of infection control practices to ensure staff followed current guidance and had access to a regular supply of PPE. The provider assessed risks related to Covid-19 for people and staff.

### Learning lessons when things go wrong

- The provider had audit systems in place to ensure lessons were learnt when things went wrong. The registered manager told us that there was a review system in place where discussions were held with staff so when there was an incident, lessons could be learnt to prevent similar incidents wherever possible.



# 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.

At our last inspection we rated this key question good. The rating for this key question has remained 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

- Comprehensive information was provided at the point of referral by the local authority that funded people's support. This provided clear and expected outcomes from the provider in delivering people's care and support. The information helped the provider plan and deliver support to people, taking into consideration their health needs and the goals they wished to achieve.
- The local authority and the provider regularly reviewed people's changing needs with people and their relatives and updated care plans and risk assessments accordingly.

Staff support: induction, training, skills and experience

- Staff were supported with regular supervision and training.
- Staff understood their roles and felt confident with the training they received. One member of staff said, "The training has been good for me. It helps me to do my job properly. I enjoy the training I get with this company."
- Staff received a twelve-week induction training that we saw was comprehensive in its coverage of the policies and procedures new staff would have to work with. We noted that staff were supported and encouraged to gain the Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It aims to equip support workers with the knowledge and skills needed to provide safe and compassionate care. This meant people were being supported by staff who were trained in nationally recognised care standards.
- Training covered topics such as the safe administration of medicines, food safety, manual handling, dementia, infection control and safeguarding.
- The registered manager carried out regular supervision with staff. Staff told us they felt supported in their work.

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

- Staff had the necessary training to support people to maintain a balanced diet. One member of staff said, "Where people have specific dietary needs, I follow the guidance provided in the care plan."
- A relative told us, "They do help my [family member] with their food and meals. They are very happy with their meals."

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

- Staff told us people's care plans were helpful in providing all the information staff needed about people's healthcare needs and how best to meet them. The care plans we reviewed evidenced the expected

outcomes which were agreed with people. This meant staff were able to support people to lead healthier lives.

- Staff worked closely with external health professionals to ensure people's needs and wishes were met.

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 Act 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.

- The registered manager followed the MCA process during the initial assessment to ensure people were able to make decisions about their health and welfare. Staff received training in the MCA. None of the people being supported at the time of this inspection lacked capacity to make decisions.
- Staff understood their responsibilities in relation to the MCA.

# 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.

At our last inspection we rated this key question good. The rating for this key question has remained 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 and their relatives said staff were committed to providing good quality compassionate care and support. They said staff were well informed, trained in the necessary work areas to support them effectively and went the extra mile to ensure people were well treated and supported to meet their needs.
- One person told us, "They are absolutely brilliant. I have no complaints only praise for what they do for me. Kind and caring and nothing's ever too much trouble". A relative said, "We are very happy indeed with the way they care for [family member]".
- Staff received training in equality and diversity and understood people's needs.

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

- People were supported to express their views and were fully involved in making decisions about their care. The registered manager told us they carried out monitoring visits to speak with people and their relatives to find out their views on the quality of their care and if any changes were required, they were made.
- Staff provided care in line with people's preferences, including how they liked to receive their personal care and their food and drink. Staff told us, "We follow the guidance set out in people's care plans and which we can access on our phones. We know exactly what to do when we arrive." People confirmed this and told us staff asked them if they needed anything else to be done for them on the day.

Respecting and promoting people's privacy, dignity and independence

- People told us staff supported them to maintain their independence as far as possible. They said staff provided personal care support sensitively and always asked them how they would like to receive their support.
- A relative told us, "Staff respect my [family member]. They provide good care that meets our wishes for privacy and dignity".
- Our discussions with staff showed they understood how to maintain people's confidentiality. Staff received training to understand their responsibilities in relation to this.

# Is the service responsive?

## Our findings

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

At our last inspection we rated this key question good. The rating for this key question has remained 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 plans were personalised, detailing their health needs, their backgrounds and people who were important to them. Care plans were kept up to date so they remained reliable for staff to follow.
- People and their relatives told us they were involved in the initial assessment and care planning and in any care plan reviews when they took place.
- Staff knew people's individual needs and preferences well, as they worked closely with them and understood their risk assessments and care plans.
- People and their relatives all complimented this provider in being very responsive to their needs.

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 Standard (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.

- The provider met the AIS and key information was provided to people in alternative formats if necessary.
- The registered manager regularly spoke to staff about AIS and implemented appropriate methods of communication with people where required.
- Care plans detailed people's individual communication needs.

Improving care quality in response to complaints or concerns

- There was an appropriate complaints policy and procedure in place that people and staff were aware of. People said they knew how to raise concerns or complaints and they were confident issues would be dealt with quickly and swiftly.
- Where there were complaints, the registered manager was able to demonstrate action was taken, in a timely way and resolved the complaint for all involved.
- Relatives also told us that they knew how to raise concerns and were confident that they would be dealt with appropriately.

End of life care and support

- At the time of our inspection no one was receiving end of life care. However, the registered manager told us they would work closely with the person, their relatives, the local hospice and others involved in their care if this became necessary.

# 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 our last inspection we rated this key question good. The rating for this key question has remained good. This meant the service was consistently managed and well-led.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People and their relatives were happy with the care and support they received. They told us the registered manager had a positive attitude and they felt able to communicate any concerns or changes they required in their care packages.
- People said the agency communicated well with them and made regular checks to monitor the quality of the care and support being provided. They said the provider worked well with the local authority and held regular reviews which helped to ensure their needs were met.

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 registered manager understood their duty of candour. This is to notify CQC and others such as relatives and families appropriately of significant incidents including allegations of abuse and serious injuries.
- The provider displayed their CQC rating on their website and in the offices of their registered location as required by law.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The registered manager understood their role and responsibilities, as did the staff.
- The quality assurance systems in place helped to ensure areas for improvement were identified and action taken to continuously improve the quality of the service provided.
- The provider carried out a regular service quality assurance audit in January 2022 that reflected positive service provision in all areas.
- Service user feedback questionnaires were sent out in May 2022. We saw all the responses were positive about the quality of support people received.
- Staff were well supported with good training and one to one supervision.
- Regular monitoring visits of staff practice were undertaken by the registered manager. This enabled the registered manager to monitor how staff were working practically with the person as well as checking time keeping and monitoring their performance. In this way they were able to ensure improvements were made where necessary.

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

- People told us they were fully involved in making key decisions about their care. They said any special requests or needs were taken seriously and where appropriate integrated into their care plans.
- People said the agency communicated very well with them but also said they were able to contribute suggestions as how the service could be improved. They told us they felt listened to.
- Staff told us they regularly spoke with people to ensure they were happy with the service they received.

#### Working in partnership with others

- The provider worked mainly in partnership with the local authorities which funded people's packages of care. We saw other examples of good joint working with social workers and district nurses as well as GPs. This meant people received the coordinated care they needed.
- People and their relatives spoke positively about the joint working between other services and this provider.