

Adswad Ltd

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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

The inspection took place on 10 February 2016 with the provider being given short notice of the visit to the office in line with our current methodology for inspecting domiciliary care agencies. The service was last inspected in April 2014 and was meeting all the regulations we looked at.

Adswad Limited is a domiciliary care service. They are registered to provide personal care to people in their own homes. Although it also provided safe and well checks, support for medical appointments and befriending services which are not regulated by CQC. At the time of our inspection the service was supporting people with a variety of care needs including older people, people living with dementia and mental health and younger people with a disability. Care and support was co-ordinated from the services office which is based on the outskirts of Sheffield.

At the time of our inspection there was a registered manager which manages the day to day operations of the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons.' Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People told us they felt safe in their own homes and staff were available to offer support when needed to help them maintain their independence. All the people we spoke with told us the service they received was very good.

People's needs had been assessed before their care package commenced and they told us they had been involved in formulating and updating their care plans. We found the information contained in the care records we looked at was individualised and clearly identified people's needs and choices, as well as any risks associated with their care and the environment they lived in.

We found people received a service that was based on their personal needs and wishes. People told us they were involved in their care reviews and if required their care package was amended to meet any change to their circumstances. Where people needed assistance taking their medication this was administered by staff that had been trained to carry out this role.

There was a recruitment system in place that helped the employer make safer recruitment decisions when employing new staff. The provider had recently employed more staff as they were expanding and we found the staff had received an induction and essential training at the beginning of their employment.

We found that staff we spoke with had an understanding of the legal requirements as required under the Mental Capacity Act (2005) Code of Practice. The Mental Capacity Act 2005 sets out how to act to support people who do not have the capacity to make some or all decisions about their care.

People were able to raise any concerns they may have had. We saw the service user guide that was given to people when they commenced using the service included information on how to make a complaint. People we spoke with were aware of how to raise any concerns, but told us they had none at the time of our inspection.

People were encouraged to give their views about the quality of the care provided to help drive up standards. Quality monitoring systems were in place and the registered manager had overall responsibility to ensure lessons were learned and action was taken to continuously improve the service.

The provider had a system to monitor the quality of the service provided. This was effective and identified areas for further improvement.

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.

Staff knew how to recognise and respond to abuse correctly. Individual risks had been assessed and identified as part of the support and care planning process.

There were enough staff to meet people's needs. The provider had effective recruitment procedures in place.

Systems were in place to make sure people received their medication safely.

Is the service effective?

Good ●

The service was effective

Staff training provided equipped staff with the knowledge and skills to support people safely and staff had the opportunity to attend supervision.

People were asked to give consent to their care, treatment and support and the care and support plans contained appropriate mental capacity assessments.

Is the service caring?

Good ●

The service was caring

People told us they were very happy with the care and support they received to support them to maintain their independence. People also said they were treated with kindness and staff respected them.

It was clear from speaking with staff they had a good understanding of people's care and support needs and knew people well.

People were involved in making decisions about their care and staff took account of their individual needs and choices.

Is the service responsive?

Good ●

The service was responsive.

We found staff we spoke with were knowledgeable and they understood people's needs. Care records reflected each person's needs and preferences, choices and decisions.

There was a system in place to tell people how to make a complaint and how it would be managed. Where concerns had been raised the provider had taken appropriate action to resolve the issues.

Is the service well-led?

The service was well led.

The provider had systems for monitoring the quality of the service provided. These were effective.

Staff were clear about their roles and responsibilities and had access to policies and procedures to inform and guide them. There was a good communication system to ensure staff were kept up to date and were aware of any changes.

Good ●

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Detailed findings

Background to this 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 was planned to check whether the provider was 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.

The inspection at the services office took place on 10 February 2016. The provider was given short notice of the visit in line with our current methodology for inspecting domiciliary care agencies. The inspection team consisted of an adult social care inspector.

Prior to the inspection visit we looked at the information received about the service from notifications sent to the Care Quality Commission by the registered manager. The provider had completed a provider information return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make

At the time of our inspection there were ten people who received a service from the agency that was regulated by CQC. We telephoned people who used the service to discuss the care provided and looked at their care records. We spoke with three people who used the service, one relative and three health care professionals who had involvement with people who the agency supported.

During our inspection we also spoke with two members of staff and the registered manager. We looked at records relating to people who used the service and staff, as well as the management of the service. This included reviewing three people's care records, medication records, staff recruitment, training, support files, minutes of meetings, complaints records, policies and procedures and quality assurance records.

Is the service safe?

Our findings

All the people we spoke with said that the staff made them feel safe and supported them very well in their home. They confirmed that support workers listened to them and that they were involved in their care planning. One person said, "They know what I need and keep me safe."

People who used the service who we spoke with told us they felt care and support was delivered in a safe way. One person said, "The staff are absolutely brilliant."

We saw care and support was planned and delivered in a way that made sure that people's safety and welfare was maintained. We looked at copies of people's care plans and day to day care records at the agency's office. Records were in place to monitor any specific areas where people were more at risk, including how to manage behaviours presented by people they supported that may challenge. We also saw risk assessments in place for trips and falls. We saw the environment had been considered when developing these risk assessments. People we spoke with and their relatives told us they had been involved in the development of the care and support plans, which ensured their needs, were met.

We spoke with staff about their understanding of protecting adults from abuse. They told us they had undertaken safeguarding training and would know what to do if they witnessed bad practice or other incidents that they felt should be reported. Staff were very passionate about protecting people from abuse and were confident in being able to report any concerns. They said they would report anything straight away to the registered manager or the local authority if required.

The registered manager told us that they had policies and procedures to manage risks. Staff understood the importance of ensuring people's safety while supporting them to make choices, so that they had control of their lives. For example, one person we spoke with said, "The staff ensure I am safe and stay safe by making sure I take my medication, they do a very good job."

People we spoke with told us that the care they received was consistent and safe. Many people told us they thought Adswad Limited was much better than other agencies they were using. A health care professional told us, "I have found the service to be professional, reliable, flexible and most importantly a service which meets the services users' needs, who they are happy with."

We found that the recruitment of staff was safe. This ensured only suitable people with the right skills were employed by the service. The registered manager was fully aware of her accountability if a member of staff was not performing appropriately. We checked two staff files and found they had all of the appropriate checks before they began working for the service. These included written references and a satisfactory Disclosure and Barring Service (DBS) check. The Disclosure and Barring Service carry out a criminal record and barring check on individuals who intend to work with children and vulnerable adults, to help employers make safer recruitment decisions. Staff we spoke with confirmed the recruitment process had been followed prior to them commencing employment.

The service had a safe medicines management policy which enabled staff to be aware of their responsibilities in relation to supporting people with medicines. All staff received medication training before they were able to administer medicines. The registered manager showed us how they recorded medicines staff had administered or prompted. We saw care plans in place for people's medication needs, these explained why medicines were given and any side effects. We also saw medicines administered by staff were recorded correctly. People we spoke with told us staff helped them with their medicines and that they could not manage if they did not have that support. One person told us, "The staff remind me as otherwise I would forget."

Is the service effective?

Our findings

People who used the service that we spoke with told us they thought the staff were competent in their job roles. They also told us, staff understood their needs and met them.

One person told us, "The staff know what I need, they do a very good job." Another person said, "They always do that bit more, they are absolutely brilliant."

A health care professional told us, "Three people I work with receive a support package from Adswad. From meeting the three people recently and an advocate currently involved I would just like to say what a difference the support from Adswad has made."

Another health care professional said, "They are extremely flexible to people's needs, they tailor the package to the person they are most definitely person centred." Another said, "They are very, very person centred."

A relative told us, "(My relative) is not easy to support but the staff are very good understand their needs and how to meet them."

The Mental Capacity Act 2005 (MCA) is legislation designed to protect people who are unable to make decisions for themselves and to ensure that any decisions are made in people's best interests. The Deprivation of Liberty Safeguards (DoLS) are part of this legislation and ensure that, where someone may be deprived of their liberty, the least restrictive option is taken. The CQC is required by law to monitor the operation of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS), and to report on what we find.

We checked whether people had given consent to their care, and where people did not have the capacity to consent, whether the requirements of the Act had been followed. We saw policies and procedures on these subjects were in place. Care records demonstrated that people's capacity to make decisions was considered and recorded within the assessment and care planning process.

At the time of our inspection the service did not support any one with food preparation and did not need to monitor anyone's nutritional intake. However the registered manager told us that they were reviewing a person to provide a support package and these would involve monitoring nutrition. The registered manager was able to explain how this would be monitored with appropriate care plans and risk assessments in place and additional staff training. They also described how they would raise issues with healthcare professionals or the person's family if they needed to.

Records we looked at confirmed staff were trained to a good standard. The service had recently expanded and as such had employed more staff. The staff were fairly new in post and had completed an induction, which covered all the required training for them to be able to carry out their jobs effectively and safely. The staff told us they had worked alongside more experienced staff until they were deemed to be competent. The registered manager told us that the timescale to reach the expected standard would be different for

each member of staff. Staff also told us they had a very good induction and were able to get to know the people they supported and their needs before they had to support them on their own. One staff member said, "The training and induction was very good, the manager made sure I was confident and knowledgeable on people's needs before I was left on my own." Another staff member said, "We get regular supervision and the manager makes sure we are shown correctly how to meet people's needs."

Is the service caring?

Our findings

During our inspection we spoke to three people and one relative. They all told us the registered manager had visited them before they commenced the care package and explained to them how they would provide the support and care required.

People told us the registered manager and the staff were very good. They also said they were kind considerate and caring and always respected their choices and preferences.

Health care professionals we spoke with all said what an extremely caring agency they were. One worker said, "They change the support to suit the person's needs."

People we spoke with told us that they had positive relationships with the care workers that supported them. They told us they always knew who was supporting them and that meant they were able to get to know what their needs were. People told us they were supported by a small team of care staff who knew them well. The staff we spoke with demonstrated a very good knowledge of the people they supported, their needs and their wishes.

People said they could express their views and were involved in making decisions about their care and treatment. People who used the service and their relatives told us they had been involved in developing their care plans and said staff respected their decisions.

Staff we spoke with told us they were confident people received good care. Staff clearly demonstrated they knew people's needs well and they had good relationships with people. Staff spoke passionately and enthusiastically about wanting to provide good care and support for people and they said they enjoyed working for the service.

Caring and positive relationships were developed with people. People told us they had been asked what care and support they needed, how this should be provided and they felt that they had been listened to.

Staff told us how they knew individual needs of the people they were supporting. Staff spoke about the importance of ensuring privacy and dignity were respected, and the need to respect individuals personal space. Staff gave examples of how they maintained people's dignity drawing curtains, closing doors and taking into account peoples preferences in who provided personal care were some examples we were given.

Is the service responsive?

Our findings

Relatives and health care professionals we spoke with all said how responsive Adswad was to people's needs. One relative said, "(My relative) can be very difficult to manage but the staff know how to support them to manage that and always get positive results."

A health care worker said, "They always meet with clients prior to the package being delivered, they then continue to monitor to ensure they have the right level of support. If required this is reviewed and changed to meet the person needs." Another said, "They bend to meet people's needs to what is best for the person they support, and change the package of care accordingly."

Another health care worker told us, "The people I am involved with get a very good level of support, I would just like to say what a difference the support from Adswad has made. Already they [people using the service] are maintaining the links within the community which they never had the opportunity with a previous care provider. Their quality of life has been greatly improved."

Another comment from a health care worker was, "I have found the service to be professional, reliable, flexible, and most importantly a service which meets the services users' needs."

We found people who used the services received personalised care and support. They were involved in planning the support they needed. We looked at three support plans. It was clear that the plans were person centred and reviewed as the support needs changed. The registered manager told us that they reviewed the care packages regularly and would always review if there were any changes.

We saw when new staff were employed they were always introduced to the people they would support by the registered manager and were mentored before they were happy to support the person on their own. A health care worker told us, "There is a robust mentoring system in place for new staff to ensure they understand people's needs and how to respond to them. The manager always makes sure new staff and the people they support are happy together before they are left alone."

People told us they were very happy with the package of care and support they received. One person told, "The staff are very good and are able to meet my needs."

People were provided with information about the service. This is called a 'Service User Guide'. The guide informs people of their rights, what they can expect from the service and how to raise concerns.

The registered manager told us there was a comprehensive complaints' policy and procedure, this was explained to everyone who received a service. The registered manager told us they had not received any concerns or complaints, but was able to explain how they would be dealt with if they did receive any. They were aware of the need to adhere to timescales and keep the complainant properly informed of outcomes.

People we spoke with did not raise any complaints or concerns about the care and support they received.

Relatives we spoke with told us they had no concerns but would discuss things with the staff or manager if they needed to raise any issues. One person we spoke with said, "I have nothing to complain about staff do a very good job."

Is the service well-led?

Our findings

At the time of our inspection the service had a registered manager in post that was registered with the Care Quality Commission.

We found a positive culture which centred on the needs of people who used the service. People we spoke with told us they were very satisfied with the service they received. Comments included, "Staff are brilliant" and "I think the manager is very good he knows my needs." A relative also told us, "The service is very good I cannot fault it."

We found people who used the service, relatives, and health care professionals were actively encouraged to give feedback about the quality of the service. People indicated they were very happy with the care and support provided and this was confirmed by the completed questionnaires we saw.

Staff told us that they felt part of a team which encouraged involvement in developing an excellent service. They confirmed regular meetings took place and communication was very good. They also told us that any changes or updates were effectively communicated to staff.

The provider had a system to quality monitor the service provided. We found this was effective. There were systems in place to monitor and improve the quality of the service provided.

Systems were in place for recording and managing complaints, safeguarding concerns and incidents and accidents. Documentation showed that management took steps to learn from such events and put measures in place which meant they were less likely to happen again.

We saw records of staff supervision and staff told us they felt adequately supported by the registered manager. Staff also received assessments and spot checks while delivering care. We saw these were carried out to ensure staff were competent to carry out their roles and responsibilities.

Accidents and incidents were monitored by the service to ensure any incidents that could be prevented were identified. The registered manager told us they had very few incidents, but would always look at every incident form completed by staff to evaluate and review. This ensured any actions required would be addressed.

From speaking to the registered manager and staff it was evident that they were passionate to ensure the vision and values of the service were embedded into the way the agency was managed, and were putting people at the heart of the service. Feedback from people we spoke with, their relatives and health care professionals was very positive and evidenced that the staff team were striving to provide a good quality service.