

Caritas Care Solutions Ltd

# Caritas Care Solutions

## Inspection report

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Date of inspection visit:

31 October 2022

03 November 2022

Date of publication:

14 December 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Caritas Care Solutions is a domiciliary care service. This provides personal care to people in their own homes. At the time of the inspection 69 people were using this service.

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

This was a targeted inspection which considered staffing. Staff were safely recruited and there was enough staff to meet people's needs.

People and relatives were happy with the service they received from Caritas Care Solutions. They said care staff attended on time and knew their roles well.

People felt safe when receiving support from staff and spoke of the caring nature of staff.

Some staff were concerned about travel time and the consistency in allocations of care calls, so that people received care from people who knew them.

Some staff raised concerns about their employment contracts. We shared their concerns with other agencies and signposted staff.

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

The last rating for this service was good (published 4 October 2018).

### Why we inspected

We undertook this targeted inspection in relation to a specific concern we had about staffing arrangements at the service. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check 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.

### 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?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Caritas Care Solutions

## 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 Health and Social Care Act 2008.

This was a targeted inspection to check on concerns about recruitment.

#### Inspection team

The inspection was carried out by 1 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.

#### 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 our inspection there were 2 registered managers in post.

#### Notice of inspection

This inspection was announced. We gave a short period notice of the inspection 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. Inspection activity started on 31 October 2022 and ended on 3 November 2022. We visited the location's office on 31 October 2022.

#### 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. 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.

During the inspection

We spoke with 4 people and 7 relatives about their experience of the care provided from the services. We received email feedback from 35 members of staff. We reviewed records relating to staff recruitment, rota systems and a variety of records in relation to the management of staff.

# 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 this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check the provider had appropriate staffing and recruitment for the service. We will assess the whole key question at the next inspection of the service.

### Staffing and recruitment

- Staff were recruited safely. Appropriate employment checks were completed before staff started working with people.
- There were enough staff deployed to meet the needs of the people who used the service.
- Staff attended most calls when they were planned to. People told us, "They're always on time. If they're late, something's gone wrong with previous care calls and they'll phone so I know" and "They're always on time, it's one thing that's incredible. The latest ever is 5 minutes. I have been notified if someone else is assigned because of problems with a previous client."
- Staff didn't always feel they were given enough time between calls to travel. Staff said, "Sometimes there is enough time between calls, other times we are encouraged to get to our first call early so we have extra time for travel" and "There isn't always time between calls. When one finishes you are supposed to be at your next one." Some staff felt there was enough time between their calls.
- Some staff felt there could be more consistency in who they are allocated to support. One staff member told us, "We are switched around so frequently that some clients end up being uncomfortable with the number of different carers that visit them within a week's period." The people and relatives we spoke with raised no concerns about the consistency of the staff team attending them.
- Some staff raised concerns about their employment contracts and how this was managed by the provider. We did not identify any risk to people. We shared their concerns with other agencies and signposted staff to employment support services.