

LD Homecare Ltd

My Homecare Derby

Inspection report

Unit 9, Derwent Business Centre
Clarke Street
Derby
DE1 2BU

Tel: 01332898918

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09 February 2021

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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

My Homecare Derby is a domiciliary care agency. It provides personal care to people living in their own houses and flats. At the time of the inspection the service supported 150 people with personal care.

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

We had received information raising concerns about the safe management of COVID-19 and how people using the service were being kept safe. We wrote to the provider and asked for information around their systems and processes. We inspected the service to review records and speak with people and families using the service and staff.

We found people were protected from the risk of acquiring infections. Personal protective equipment was readily available to staff. Staff were following latest guidance; We made the registered manager aware of the latest guidance for one additional area of practice and they confirmed this had been put in place.

Rating at last inspection

The last rating for this service was Good (published 18 December 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about infection control risks. A decision was made for us to inspect and examine those risks.

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. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for My Homecare Derby on our website at www.cqc.org.uk.

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?

Further information is in our detailed findings below

Inspected but not rated

My Homecare Derby

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about staffing levels and infection control. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by one inspector, one assistant inspector 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

My Homecare Derby 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 a short period of notice of the inspection because we needed to be sure the provider or registered manager would be in the office to support the inspection.

What we did before 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. We had requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

During the inspection

We spoke with 11 members of staff including the registered manager.

After the inspection

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 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.

The purpose of this inspection was to explore the specific concerns we had about My Homecare Derby. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

We received concerns staff were not wearing personal protective (PPE) clothing in line with current guidance or following best practice for reducing the risk of infection by isolating following a positive COVID-19 test.

- We saw there were sufficient supplies of PPE and records showed these were frequently distributed to staff and staff we spoke with confirmed this.
- People we spoke with told us staff always used appropriate PPE when providing personal care.
- The registered manager sent regular reminders to staff and had arranged training on how to work safely and minimise the risks of COVID-19.
- At the time of our inspection, staff were not providing care to anyone with COVID-19. However, the registered manager was not aware that any waste from a household with COVID-19 should be stored for 72 hours before disposal with normal waste. The registered manager confirmed shortly after our inspection that this practice had now been put in place for staff to follow when needed.
- Staff took part in regular COVID-19 testing; staff who received a positive test result were removed from the rota and did not provide care to people until it was safe to do so.