

One Call Care Solutions Limited

247 Community Support

Inspection report

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Darlington
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Date of inspection visit:
02 January 2024

Date of publication:
24 January 2024

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

247 Community Support Limited provides personal care to people. At the time of the inspection the service was supporting 11 people with personal care.

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

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support:

Records relating to 'as and when' required medicines and staff recruitment identity checks required improvement.

We made a recommendation about this.

People were supported to have maximum choice and control of their lives and staff assisted them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff followed infection prevention and control good practice guidance.

Right Care:

Staff understood how to protect people from poor care and abuse. The service had enough appropriately skilled and trained staff to meet people's needs and keep them safe. Where people had support, this was flexible, available when they needed it and to the level they needed. Care and support was provided in a person-centred way and records reflected outcomes for people. People said staff treated them with care and kindness and supported them to take part in their individually preferred activities and to follow their own lifestyles.

Right Culture:

The culture at the service was positive. People and staff said they were listened to. The service was open to new ways of working and ongoing developments were introduced to promote independence and continuous improvement. Staff placed people's wishes, needs and rights at the heart of everything they did. Staff told us they were supported by a strong management team.

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 10 January 2019).

Why we inspected

This report only covers our findings in relation to the key questions safe and well-led. For This inspection was prompted by a review of the information we held about this service.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 247 Community Support Limited on our website at www.cqc.org.uk.

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.

<p>Is the service safe?</p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>	<p>Good ●</p>
<p>Is the service well-led?</p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p>	<p>Good ●</p>

247 Community Support

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.

Inspection team

The inspection was carried out by 1 inspector.

Service and service type

This service provides care and support to people living in 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 24 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, care professionals and Healthwatch. Healthwatch is an independent consumer

champion that gathers and represents the views of the public about health and social care services in England. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We visited 2 supported living settings and spoke with 3 people who used the service about their experience of the care provided. We spoke with the provider, registered manager, deputy manager and 3 support staff.

We reviewed a range of records. This included 3 people's care and medication records. We looked at other records relating to the management of the service including recruitment and systems for monitoring quality.

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. At this inspection the rating has remained the same. This meant people were safe and protected from avoidable harm.

Using medicines safely

- Some people were prescribed medicines to be taken on a 'when required' basis or with a variable dose. Guidance for how these medicines should be administered was missing for some people. The reason for taking a 'when required' medicine or the outcome was not always recorded to review effectiveness.

We recommend the provider ensures 'as and when' required medicine guidance is in place for each relevant medicine.

- Medicines were generally managed safely.
- Medicines were received, stored and disposed of safely.
- Staff involved in handling medicines were trained and assessed as competent to support people with their medicines.
- Where safe to do so, people were supported to take their own medicines.

Assessing risk, safety monitoring and management; Systems and processes to safeguard people from the risk of abuse

- Staff understood people's needs and how to manage any presenting risks. Risk assessments were in place, which showed measures for staff to follow to ensure people were kept as safe as possible from harm.
- People were kept safe from avoidable harm because staff knew them well and understood how to protect them from abuse. The service worked well with other agencies, such as day services, to do so.
- Staff had training on how to recognise and report abuse and they knew how to apply it.
- Staff managed the safety of the living environment. Regular checks on equipment and the environment were made.

Staffing and recruitment

- Whilst the correct checks were undertaken prior to employment, the service needed to ensure prospective staff identities were checked as completely as possible. Photographic ID needed to be verified.

We recommend the provider ensure all prospective staff identity documents are checked and verified.

- Staffing levels and recruitment was safe.
- There were enough staff to provide support flexibly to meet people's needs. Staffing was provided by a consistent team. The provider made sure there were enough staff to meet people's individual care package.
- The provider was responsive to people's changing needs and sought support from other services where needed.

- Induction training processes were effective. The provider had worked to induct and retain staff to assist in providing flexible support. One new staff member told us, "I have felt very supported and able to ask anything."

Preventing and controlling infection

- The provider had made sure infection prevention and control systems were in place.
- Staff had clear, up to date guidance about how to protect against infections and had access to well stored supplies of PPE.
- We observed staff using PPE appropriately when administering medicines.

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 as good. At this inspection the rating has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The manager maintained clear oversight of the service. Processes were in place to ensure any incidents, concerns and complaints were investigated and responded to.
- The provider had a system of audits and checks to monitor the quality and safety of the service.
- We discussed with the manager that some policies could be updated to reflect current best practice and legislation, and this was acted upon immediately.
- The provider was very passionate about supporting people and the staff team in any way and told us, "We try and be like a family here and many staff have been with us for many years." We heard the service had supported staff with their mental and physical health by supporting them to attend appointments.

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

- People told us they were happy with the service. One person we spoke with said, "I love it here and I love my staff."
- We observed that for people who had no verbal communication to tell us their views that they were confident and comfortable with the staff who were supporting them.
- We saw that people had goals and outcomes recorded in their support plans. These had been discussed with their key workers.

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; continuous learning and improving care

- The provider understood their duty of candour responsibilities but did not have a policy in place. This was immediately rectified following our visit.
- People and staff described the management team as always available and supportive. One staff member said, "You know that there is always someone to help or ask a question to at the end of the phone. They are great like that."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; working in partnership with others

- The provider sought the views of people. People and staff were involved in regular meetings and were sent regular surveys asking for their views.
- Staff had recently requested they receive their rotas earlier and this was immediately put in place by the manager.

- The service worked with other health and social care professionals who were involved in people's care.
- One staff told us, "Because we are a small team we notice little differences in people so can ensure if people need healthcare support we get it quickly."