

Care Embassy Consultancy and Training Ltd

Care Embassy Domiciliary

Care

Inspection report

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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

Care Embassy is a domiciliary care service providing personal care and support to people living in their own homes in the community. At the time of the inspection seven people were receiving support from this service.

The provider (who is also registered manager) had submitted a notification to advise of a recent change of office address. We visited the provider's new address to conduct this inspection.

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

People were safe and protected from avoidable harm. Staff knew how to identify and report any concerns relating to the risk of abuse. Risks to people's health, safety and well-being were assessed and support developed to remove or reduce the risks. People were supported by staff who had been safely recruited.

People's medicines were managed safely. Staff received training and had their competency assessed to help ensure they were sufficiently skilled and knowledgeable to safely administer medicines. Staff had received training in infection control practices and personal protective equipment (PPE) was provided for them. The registered manager took appropriate action following any incidents and learning was shared with the staff team.

The registered manager had a system of quality assurance checks in place to monitor the safety and effectiveness of the service provided. The registered manager was committed to providing a high standard of care to the people they supported and understood their responsibilities to them. People, their relatives and staff members spoke highly of the registered manager and told us that they were always available and supportive.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update: The last rating for this service was requires improvement (published 26 September 2019), the provider was in breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an announced comprehensive inspection of this service on 09 August 2019. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve the quality assurance systems in place to monitor the overall quality and safety of the service.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions safe and well-led which contain those requirements.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to 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 Care Embassy Domiciliary Care 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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Care Embassy Domiciliary Care

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

The inspection was undertaken 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. In this instance the provider and registered manager are the same person.

Notice of inspection

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.

Inspection activity started on 17 May 2021 and ended on 24 May 2021. We visited the office location on 21 May 2021.

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 prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection-

We spoke with four people who used the service and three relatives about their experience of the care provided. We spoke with the registered manager and received feedback from five staff members.

We reviewed a range of records. This included two people's care records and multiple medication records. We looked at two staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

At our last inspection we recommended the provider followed their recruitment policy and consistently completed pre-employment checks. The provider had made improvements.

- The registered manager operated robust recruitment procedures; appropriate checks were undertaken to help ensure staff were suitable to work at the service. Criminal record checks and satisfactory references had been obtained for all staff before they worked with people independently.

- People, their relatives and staff told us there were enough staff available to meet people's care needs. There had not been any missed care visits and feedback indicated staff provided people's care within agreed timeframes. One relative told us, "We have never been let down. There was one evening when [registered manager] called and asked if we were OK to manage as they had an emergency. That was fine. If they (staff) are held up, we get a call to update us and reassure us."

- People and relatives told us they had a small core group of staff assigned to their care and support. They said this was good as they got to know staff well. Newly recruited staff were personally introduced to people who used the service by the management team before they started to provide personal care.

Systems and processes to safeguard people from the risk of abuse

- The provider had effective systems to help protect people from the risk of harm or abuse. Staff received training and were clear about how they would report any concerns both internally to the provider and externally to the safeguarding authorities.

- People and their relatives told us that staff provided safe care for people. A person who used the service told us, "I feel very safe with Care Embassy staff." The person went on to explain how staff had supported them in a recent health emergency and said, "I can't praise [care worker] enough, they called for help and stayed here with me until the help arrived." One relative said, "I do feel [person] is safe whilst receiving care, the staff are so careful when they move them."

Assessing risk, safety monitoring and management

- Risks to people's health, safety and well-being were assessed and a care package was developed to help remove or reduce the risks.

- The registered manager helped ensure people received support in the event of an emergency. The management team provided a 24 hour on-call service and provided emergency cover if needed for staff sickness or other such events.

- People who used the service, and their relatives were confident Care Embassy Domiciliary Care staff managed accidents or incidents well.

Using medicines safely

- Staff received training to support them to administer people's medicines safely. The registered manager undertook competency assessments once staff had completed their training to ensure safe practice. A staff member told us, "I have had all the training including safe administration of medicine and every information about people is in their care plan."
- Staff supported some people with administering their medicines and just prompted others to take theirs as needed.

Preventing and controlling infection

- People were protected from the risk of infection because staff had been trained in infection control and followed the current national infection prevention and control guidance. Every person we spoke with told us staff wore personal protective equipment (PPE) including face masks, aprons and gloves during each care visit. One relative told us, "All the staff are very particular about PPE and handwashing."
- Staff told us they were supplied with personal protective equipment (PPE) to help prevent the spread of infections and were clear on their responsibilities with regards to infection prevention and control. The provider held plentiful stocks of all PPE. A staff member said, "I have access to PPE, and I wear gloves, apron, masks, wipes, hand gel. We carry separate bags for the used PPE. In addition, I can confirm that government guidance about COVID-19 is communicated in a clear and timely manner."

Learning lessons when things go wrong

- The registered manager took appropriate action in response to any concerns and learning was shared with staff. For example, as a result of an instance of a missed medication the registered manager had implemented an additional safety prompt. This information was shared with staff individually by the registered manager, re-enforced at a team meeting and gentle reminders sent via social media messaging.

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 the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

At our last inspection the provider had failed to operate effective quality assurance systems in place to monitor the overall quality and safety of the service. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- After the previous inspection the provider accessed external support to develop a quality assurance system to support them to monitor the quality of care being provided.
- Records were available to confirm the care provided for people was monitored for safety and consistency and assessed to ensure the care package continued to meet their needs. People and relatives confirmed the registered manager was in regular contact with them to ensure all was well.
- Records were available to confirm staff support arrangements and competency assessments. A staff member told us, "The [registered] manager does spot checks and supervises how the work is conducted. For instance, I had a random visit from the [registered] manager a few weeks ago. She supervises how the moving and handling was performed, how safe is the work environment for both staff and the client and supervised how the medications were given."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 had a clear understanding about the duty of candour and told us they encouraged staff to be open and honest in their feedback.
- The management team and staff understood their roles and respected the impact that their roles had for people. The registered manager worked alongside the staff team routinely and assessed the service provision as part of their daily work.

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

- People and relatives told us they found the registered manager to be warm and professional. A relative said, "It is such a small company, they have been brilliant. It is a very personalised service and very reliable too. They have been so helpful with a recent difficult hospital discharge when we could not be sure when or if [relative] was being sent home."

- Staff told us they were proud to work for Care Embassy Domiciliary Care. One staff member said, "The agency really cares about the staff, the management listen to our concerns and always clients are centre focus."

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

- People and their relatives gave positive feedback about the service and how it operated. One relative said, "The registered manager is very approachable. I contact her for anything I need to know or want to ask. She is always helpful and responds well."
- Staff were positive about working for Care Embassy Domiciliary Care and said they were proud to work for the service. One staff member said, "I am proud to work for Care Embassy. Our service is well managed, my manager calls to ensure staff are safe. We have drivers so we don't work alone especially at night-time." Another staff member said, "I feel that the service is well managed. I feel well supported at all times and if out of hours support is required then I feel confident enough that I will be supported."
- The registered manager gathered regular feedback about the quality of the service provided from people and their relatives.

Continuous learning and improving care; Working in partnership with others

- Learning was taken from incidents, and the last inspection, to improve people's experience of care.
- The registered manager was a member of a local care provider's association. They had attended network meetings to help keep themselves up to date with changes in the care sector and legislation.
- The registered manager liaised with other professionals to help achieve good outcomes for people where appropriate. Staff liaised with pharmacies to support people who were self-isolating during the COVID-19 pandemic.