

Homecare4U Limited

Homecare4u Birmingham

Inspection report

627 Kingstanding Road
Birmingham
West Midlands
B44 9SU

Tel: 01215727953

Date of inspection visit:
01 July 2021

Date of publication:
15 July 2021

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

Homecare4u is a community based care provider that provides personal care to people living in their own homes. At the time of inspection 58 people were receiving a service and all were in receipt of the regulated activity of personal care.

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

People's support needs were assessed regularly and planned to ensure they received the support they needed.

Staff had received training in safeguarding and knew how to keep people safe. Staff had been recruited safely and were trained and supported to provide the best possible care for people. People told us their medication was administered safely.

The provider carried out audits of the service to improve the quality of the care. The provider's audits had identified where improvements needed to be made. The provider was in the process of implementing a new live system in order for them to act on any change or concerns promptly.

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 08 November 2019).

Why we inspected

We received specific concerns about the support people received and as a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service has remained good. This is based on the findings at this inspection.

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.

Homecare4u Birmingham

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

This inspection was carried out by two inspectors. Inspection activity started on 01 July 2021 and ended on 06 July 2021. We visited the office location on 01 July 2021.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

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 the service 48 hours' notice of the inspection. This was because we needed to be sure that 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.

During the inspection

We spoke with three people who used the service and five relatives about their experience of the care provided. We spoke with seven members of staff including the operations manager, registered manager,

assistant manager and care workers.

We reviewed a range of records. This included four people's care records and multiple medication records. We looked at four 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 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 good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Using medicines safely

- People and relatives told us they received their medicines safely and had no concerns. One relative told us, "No concerns with medication. They have been brilliant. [Name of person] was starting to struggle with tablets and they [the provider] contacted the GP and got it in liquid form for her."
- Staff completed medication administration records (MARS) to show what medicines they had administered. Where people required as and when medicines (PRN) staff knew when to administer them and recorded this. Records for PRN medicines were not always robust. However, we found no evidence that people had been harmed through medicines not being administered correctly.
- Staff received training and regular competency checks to ensure they were administering medicines safely.

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

- People and relatives we spoke with told us they felt safe. One person said, "They [staff] make sure I am safe. They [staff] are brilliant, I can't fault the quality of care."
- Staff knew how to recognise potential abuse and protect people from it. Staff had received training in how to keep people safe and described the actions they would take where people were at risk of harm.
- Risk assessments were in place for people and updated regularly. Risk assessments contained information to guide staff on how to manage people's risks safely. Staff we spoke with knew people well.

Staffing and recruitment

- There were recruitment processes in place and recruitment checks were carried out before staff were appointed. This ensured suitable staff were appointed to support people.
- People told us they were supported by staff who were well trained. One person said, "They [staff] have been trained well. Some of them are new to the role and you would think they have been doing it for years. The quality of care is exceptional."

Preventing and controlling infection

- Staff wore Personal Protective Equipment (PPE) in line with government guidance and all people we spoke with confirmed this.
- Staff received training in infection control and understood the importance of high standards of cleanliness to protect people from the risk of infection
- Staff told us they were provided with a good supply of PPE.

Learning lessons when things go wrong

- Accidents and incidents were recorded and investigated to reduce the risk of them from happening again in the future.

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.

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

- The provider carried out audits to monitor the quality of the service. The provider's audits had identified where guidance on when to administer PRN was not in place and they were already in the process of implementing this guidance for staff. The provider told us they were introducing new medication administration records to ensure where PRN medicines had been administered, this was clearly recorded.
- The provider told us they were in the process of implementing a new live system which would enable them to act on any concerns/incidents more promptly.
- Spot checks and competency checks were carried out regularly on staff in order to ensure they were providing good quality care for people.
- Staff received regular supervisions. Staff confirmed this and we saw evidence of this in records we checked.

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

- People and relatives we talked to, spoke positively about the provider. One person told us, "I would give them a gold star. They are exceptional. A relative told us, "They are very good. We are happy with the service. We would recommend them to anyone."
- Staff also spoke positively about the provider. One staff member said, "I love my job. There is really good support. I don't think we will get a better team."

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 was open and honest with us throughout the inspection and keen to learn and improve the quality of the service. They told us, "I don't hide anything. If we are in the wrong, we hold our hands up. It's really important."
- The manager understood their legal requirements within the law to notify us of information of concern.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- The provider told us in information we received prior to the inspection, they carried out quality reviews with people to gain their views of the service. People and relatives we spoke with confirmed this and told us they were fully involved in reviews of their care.

- The provider carried out surveys to gain people's feedback of the service and drive forward improvements.
- Management and care staff received on-going training to ensure their learning, skills and knowledge were current to be able to support people.

Working in partnership with others

- The service worked in partnership with social workers, health professionals and relatives to ensure the service supported people's needs.