

Passion Health Care Limited

# Passion Healthcare Limited

## Inspection report

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31 May 2022

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Passion Healthcare Limited is a domiciliary care service providing personal care to people in their own homes. At the time of the inspection the registered manager confirmed the service was providing personal care to 55 people.

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

Staff were recruited safely. New staff were inducted, fully trained and competent in their role to meet people's needs. Systems were in place to ensure staff practices were checked regularly. Staff received feedback on their performance through regular supervisions.

There were enough staff employed to meet people's needs. People were supported by regular reliable staff who they trusted. Rotas were planned to promote continuity of care and ensure staff worked within their contracted hours.

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 requires improvement (published 3 October 2019).

### Why we inspected

We undertook a targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns received about staff recruitment, working hours and training. A decision was made for us to inspect and examine those risks.

Targeted inspections 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 this concern. Please see the safe and effective sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Passion Healthcare Limited on our website at [www.cqc.org.uk](http://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.

### **Is the service safe?**

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

**Inspected but not rated**

### **Is the service effective?**

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**

# Passion Healthcare Limited

## 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 in response to concerns we had about staff recruitment, staff recruitment, working hours and their training.

#### Inspection team

This inspection was carried out 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.

#### 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 was a registered manager in post.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because the service is small, and people are often out and we wanted to be sure there would be people at home to speak with us.

Inspection activity started on 31 May 2022 and ended on 7 June 2022. We visited the location's office on 31 May 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. 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

During the inspection we spoke with four members of staff; the care co-ordinator, the deputy manager, the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records. This included two people's care records. We looked at seven staff files in relation to recruitment, training and support. A variety of records relating to the management of the service, including policies and procedures were reviewed.

### After the inspection

We continued to seek clarification from the registered manager to validate evidence found, which was sent to us. This included staff rotas, spot checks, meeting minutes and policies and procedures. We contacted two people who used the service to find out their experience of the care provided and four relatives. We also contacted four care 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 requires improvement. 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 a concern we had about staff recruitment and staffing. We will assess the whole key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- The provider completed pre-employment checks to ensure staff were safe and suitable to work in the service. These included right to work checks for people who were not United Kingdom nationals, references and a Disclosure and Barring Service (DBS) check, which helps employers to make safer recruitment decisions. Where there was only one reference from a previous employer the provider had completed a risk assessment which helped to identify whether there were any concerns about the staff member's suitability and performance.
- People described being cared for by a small consistent team of staff who they were able to build relationships with. They described staff to be reliable, punctual and consistent in their approach. One person said, "I have the same group of carers, they are always on time. They stay for the full-time and if it takes longer, they never rush me."
- Relatives said, "[Name] has the same carers, they're punctual and keep to the times requested. If they're going to be late then the office will call to let us know, which is rare" and "[Name] has four permanent carers; two staff [named] are just brilliant in how they care for [name], it's just amazing; they are perfectionists. They are always on time and stay beyond the time if needed."
- The service used an electronic system to plan, manage and monitor the rotas. People were supported by the same group of staff at their preferred times which promoted continuity of care. A sample of rotas reviewed showed staff worked within their contracted hours, staff were punctual and there were no late or missed calls reported.
- Staff told us they had sufficient travel time between calls and that calls were long enough, so care was never rushed. One staff member said, "My rota is on the App, which I log into. It has the care plans and information about the personal care tasks for each call, transfers and equipment to be used. We have enough time to do everything."

# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

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 effective key question at this inspection.

The purpose of this inspection was to check the concern we had about staff training and support. We will assess the whole key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- Staff had the right competence, knowledge, qualifications, skills and experience to carry out their roles. Staff told us and records showed all staff had received induction and training for their role. This included practical training to use equipment such as a hoist to move people safely. Staff worked alongside experienced staff to learn about people's care needs and to gain practical experience of safe care delivery.
- Records showed training was robust. All staff had completed the Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It is made up of the 15 minimum standards that should form part of a robust induction programme. The mandatory training included all key areas such as infection control, safeguarding and moving and handling, and staff told us the training was good. Staff practices were checked regularly to ensure people received safe and effective care.
- People and relatives expressed they had no concerns about staff skills and competence to provide effective care. People said, "They're all trained, and I feel safe with them when they're helping me in the shower. They listen, respect what I have to say, and I never feel rushed." And, "They have proper spot checks, which I don't even know about. The [registered] manager just turns up to check everything the staff do from their time keeping, uniforms and [face] masks, to how they support me. They even ask me about the carers, if I'm happy with the care or have any concerns."
- A relative said, "All the carers are well trained. When moving [name] they are so gentle when they place [their] arms inside [the sling and close to their body], so [name] doesn't hurt [themselves]. It's like watching them doing 'tai-chi', when they're moving [name] using a hoist, smooth movements at a slow pace, it's just brilliant to watch. I've got no concerns about [name] safety."
- Staff told us, and records showed staff had regular supervisions and received feedback on their performance. A staff member said, "Management have always been supportive to me. We have on-call support if you need help. [Registered] manager does spot checks to make sure we're doing everything correctly."