

Peach Nursing Limited

# Peach Nursing Limited

## Inspection report

960 Capability Green  
Luton  
Bedfordshire  
LU1 3PE

Tel: 01582459227  
Website: [www.peachnursing.com](http://www.peachnursing.com)

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21 November 2018

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### Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Outstanding 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Outstanding 

# Summary of findings

## Overall summary

This inspection took place on 14, 19 and 21 November 2018 and was announced. This service is a domiciliary care agency. Peach Nursing Limited is registered to provide personal care, treatment and support services to people in their own homes. It provides a service to older adults, people living with physical disabilities, people with sensory impairment and younger adults. At the time of the inspection there were 24 people using the service.

On 14 November 2018 we inspected Peach Nursing Limited office. On 19 November 2018 we visited people who used the service and on 21 November 2018 we spoke with people, staff and relatives to get feedback about the service provided.

The service had a registered manager, who is also the provider of the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

People with complex neurological conditions were supported to live in their own homes by the service. The registered manager ensured that people were discharged safely from hospitals in to their own homes making all the necessary arrangements for people to receive seamless care from exceptionally well-trained staff and health care professionals involved in their care.

Staff received be-spoke training about each person before they started using the service and where possible supported people in the hospital or the health service they were using prior to being discharged home. This meant that people received safe and effective care immediately and their needs were fully met by staff.

The registered manager established close working relationships with lead neurologists, consultants, physiotherapists and GP`s involved in people`s care to ensure that people`s health care needs were fully met and people were safely cared for in their own homes.

People nutritional needs were effectively managed by staff both when people needed PEG feeds or any other diets which was based on their preferences or cultural needs.

People`s health and well-being improved due to the care and support they received, some people regained their independence and confidence; others had less infections and their condition stabilised which was significant due to the complexity of their medical conditions.

Risk assessments in place assessed risk to people as well as staff in terms of environmental factors and risk to people`s health and care they received. Risks were effectively managed and this protected people from the risk of harm. The registered manager regularly reviewed people`s care and support needs together with

them or family members if appropriate. The service was flexible in increasing or de-creasing the support dependent on people`s needs.

People and where appropriate their families received clear information about what the service offered, costs involvement and clear agreements were signed by both the registered manager and the person commissioning their services. Each person had a bespoke care and support package. There was a team of staff allocated to each person which meant that people had continuity of care and support.

There were enough staff employed through robust procedures to meet people`s needs. Staff understood their roles and responsibilities. They were coached and mentored by the registered manager as well as had opportunities to develop their skills and careers further. Staff received supervision and support, and had been trained to meet people's individual needs.

People were supported by staff who was kind, caring and delivered care and support to people in a respectful and dignifying way.

People and their relatives told us they were extremely happy with how they were supported and staff become part of their family. They also told us staff were sensitive and respected their home environment and right to privacy.

People were supported by staff to continue to live the life they wanted or were able to. Where people were able to express their wishes, staff supported them to continue to live a social life, going on holidays or pursue hobbies and interest. Where people were less able staff gathered information on past interest from family members and ensured they involved people as much as possible in continuing to enjoy what they liked.

The registered manager regularly visited people in their own homes to ensure staff were following the care and support plans and they completed monitoring records appropriately. They also gathered feedback from people and their families about the service.

The registered manager was dedicated and passionate about the service they offered people. They continuously developed their knowledge in people`s complex neurological conditions by doing regular nursing shifts and volunteering work to keep their professional registration and nursing prescriber skills up to date. They positively challenged other health professionals to ensure the treatment people received was in their best interest and their health was maximised.

People and their relatives were extremely complimentary about the registered manager and their ability to provide a service which was tailored to their individual needs. They told us they felt the care and support they received was beyond what money could buy and they were more than satisfied with the service.

The registered manager effectively delegated their nursing responsibilities to staff after they ensured staff had their competencies observed by them and also up-skilled staff to effectively manage the service when they were on leave. There were effective governance systems used by the registered manager to ensure they maintained a high-quality service to people and their families.

## 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.

A team of staff were allocated to each person to ensure continuity of care and provide enough staff to meet people's needs safely.

People were supported to be safe from harm by staff and effective risk management.

People's medicines were safely administered by staff who were trained and had their competencies checked.

Equipment used to meet people's needs were regularly serviced and checked for safety.

People were protected from the risk of infections by staff who knew how to use personal protective clothing and work in a clean environment.

### Is the service effective?

Outstanding ☆

The service was very effective.

Staff received bespoke training for each person's needs.

People's health improved due to staff's ability to monitor people's symptoms and communicate effectively with health professionals.

People's nutritional needs were met by staff who were skilled in managing PEG feeds and understand people's special dietary requirements.

People were cared for in a homely environment which was adapted and effectively transformed by the registered manager to accommodate the equipment they needed but retained their familiar items and homely feel.

People's needs were effectively assessed prior to them returning home from health facilities often staff working with them in these facilities to ensure they provided the same level of specialist care

and support when people returned home.

### Is the service caring?

Good ●

The service was caring.

People were supported by staff who were kind and caring.

People`s dignity and right to privacy was promoted by staff. Staff was sensible and integrated in peoples` family life without being intrusive.

Staff offered care and support not just to people but often to their families which gave relatives piece of mind and the ability to enjoy quality time with people.

Confidential information about people was only shared with relevant health professionals if people agreed. Records were kept safe in people`s bedroom.

### Is the service responsive?

Good ●

The service was responsive.

People received personalised care and support from staff who knew them well and took account of their likes, dislikes and preferences.

People were supported to live the life they wanted, go on holiday, continue working or pursue hobbies and interest. People who were not able to express their views had been provided with activities linked to their past interests.

People and their relatives knew how to make a complaint and we saw that if one was received the registered manager responded appropriately.

People`s end of life care needs were met by staff who worked closely with palliative care specialist from a local hospice when it was a need for it.

### Is the service well-led?

Outstanding ☆

The service was very well-led.

The registered manger was passionate about the service and this filtered through every staff member who told us how proud they were to be working for Peach Nursing Limited.

Staff echoed the values of the service and the registered manager`s expectations towards them in terms of behaviour and conduct.

The registered manager established seamless working relationships with other health professionals involved in people`s care which positively impacted on people`s health.

The registered manager maintained their professional registration by working regular nursing shifts as well as volunteering at a local pharmacy to keep their nursing prescriber skills current.

People and their relatives told us the service was exceptionally well managed and they praised the registered manager for going over and above to ensure people received the best possible care.

People, relatives and staff had been given regular opportunities to feedback on the service and they were listened by the registered manager and actions were taken where needed to improve the service.

# Peach Nursing Limited

## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 14, 19 and 21 November 2018 and was announced. We provided 48 hours' notice of the inspection because the service provides support to people in the community and we needed to ensure that the registered manager was available to provide the information we needed to carry out this inspection. The inspection was undertaken by one inspector.

The inspection of Peach Nursing Limited office took place on 14 November 2018. We visited people in their own homes on 19 November 2018 and spoke with staff employed by the service and relatives on 21 November 2018.

Before the inspection we reviewed information, we held about the service including statutory notifications. Statutory notifications include information about important events which the provider is required to send us. We also reviewed the provider information return (PIR) submitted to us. This is information that the provider is required to send to us, which gives us some key information about the service and tells us what the service does well and any improvements they plan to make.

During the office visit, we spoke with the registered manager, who is also the provider of the service, two people who used the service, six relatives and seven staff members. We also received feedback from four health care professionals involved in people's care. We looked at the care records for four people who used the service, three staff's employment records, training, service user guide and other records relevant to the management of the service.

# Is the service safe?

## Our findings

People told the care and support they received from staff made them feel safe. One person said, "I do feel safe with them [staff]. I would not be here if it wasn't for them." Another person said when we asked if the care they received was delivered safely, "Yes, it is very safe."

Relatives told us they trusted staff and they had confidence in staff keeping their loved ones safe. One relative said, "I have all the confidence in the girls to keep [person] safe. They are very good." Another relative said, "The service is absolutely safe. I have always had the full attention of [registered manager] and the benefit of their many years of experience. [registered manger] and their team simply do not forget things or make mistakes. They manage risk so successfully that I have never had a single concern."

Staff were knowledgeable about what safeguarding meant and what their responsibilities were under the provider's safeguarding policy. They told us they had guidance in how to recognise concerns and how to report internally and externally. Staff told us they would not hesitate to raise concerns under the whistleblowing procedure to external authorities like the local authority or CQC, however they had no concerns. One staff member said, "We are always communicating and we have handover. [Person] is never left alone. We monitor skin condition, behaviour changes so if something is not right we would pick it up and report it. [Registered manger] is very strict in this regard."

People's needs were assessed before they began to use the service. This assessment established the number of staff needed to meet people's needs as well as risks. People with complex needs who required 24-hour care had a small team of care staff allocated as permanent staff who were specifically trained in how to meet the person's needs safely. Risk assessments were well developed and ensured staff had guidance in how to mitigate risks. Risk assessments included environmental risks as well as risks to people's health and well-being.

Risk assessments were developed in areas like mobility, falls, skin integrity and nutrition. Risk management plans looked at risk factors like specific medical conditions people had and measures were in place to ensure these were minimised as much as possible. For example, a person lived with a progressive neurological condition. Their risk assessment looked at how this condition impacted on their mobility, nutrition, skin condition and other areas. Risks to these areas were mitigated by using the right equipment like hoist, pressure mattress and specialist bed. The registered manager told us that accidents and incidents were closely monitored and lessons were learned by discussing what went wrong and what could be implemented to prevent it from happening again. For example, when staff had to obtain an emergency medicine supply as they omitted to check if people had sufficient supplies of their prescribed medicines. Although people never missed their medicines this was treated as an incident and discussed with staff to remind them to regularly check people's medicines.

There was always enough staff to meet people's needs. The majority of people received 24-hour care and staff remained on duty until their replacement came. Some people required two staff during the day due to their complex needs and this support was always provided by a senior staff member and a care staff.



Recruitment processes were robust and ensured staff employed at the home were fit to carry out their responsibilities to care and support people in a safe way. Before they could start work, staff recruited had undergone appropriate pre-employment checks. These included criminal records checks, references and proof of identity.

Staff received training in safe administration of people`s medicines. Their competencies were assessed by the registered manager, who was a registered nurse prescriber. Records showed that staff administered people`s medicines safely and the registered manager regularly checked that staff were following safe practices when administering people`s medicines.

There were infection control procedures in place and staff told us they used personal protective equipment (PPE) when delivering personal care to people.

# Is the service effective?

## Our findings

Everyone we spoke with, people, relatives and health care professionals consistently spoke highly of the service and described the positive difference it had made to people's lives. People experienced significantly improved healthcare outcomes, enjoyed a healthier life and were enabled to receive a highly personalised care service within their own home. A relative told us, "Their effectiveness is very clear to me. [The registered manager] and their team were able to identify a number of areas that needed improving in my [relative`s] care, things that had not been identified by any care agency or even by other health care professionals. The measures they put in place are identifiable and quantifiable and have led to a significant improvement in my [relative`s] health and quality of life." Another relative said, "My [relative] only exists due to their care. [person] is in a very poor state but they manage to keep them clean and dignified. My [relative] is 100% reliant on the carers and without them and their love we would all be very poorly off."

People, relatives and health care professionals told us that staff were exceptionally well trained and very knowledgeable about people's individual health conditions and how to support people effectively. One person said, "I find them to be extremely well trained and very supportive." Another person told us, "I can only say, I would not be so much better without their help. They are very well trained and [registered manager] always keeps an eye and helps if needed."

Staff were skilled and confident in using their knowledge to identify when people`s needs changed. They were vigilant in effectively communicating with health professionals to share their observations. This enabled a coordinated approach and allowed health professionals to establish, monitor and adapt the right treatment plans for people. This was particularly important where people were unable to communicate verbally. The registered manager developed close working relationships with people`s GP`s, neurologists, physiotherapists, dieticians and palliative care specialists. Records demonstrated that staff communicated regularly with these professionals and they followed their advice.

The registered manager had a thorough approach to planning and coordinating people's move back into their own homes from hospital or other health services. The majority of people moved from specialist health care services. People`s support started at the service they were living in and staff worked alongside specialist nursing staff and consultants in these services to gain a comprehensive and holistic understanding of people`s health care needs and ensure a seamless level of support was maintained as people moved into their own homes.

People and relatives told us that on numerous occasions the registered manager and staff`s expertise and specialist care improved people`s general well-being and enabled them to live in their own home despite the complexity of their health needs. One person told us, "They helped me re-gain my independence. They helped me enormously in building my confidence up." This person told us staff were the reason why they were walking again and the support they received could decrease. One relative told us, "The benefits my [relative] has reaped are huge. When Peach Nursing came on board we were struggling to manage [person`s] Parkinson's, bowel management and skin integrity. Peach Nursing were able to identify the underlying care problems that were causing these issues and rectify them. In this sense my [relative] now

has a much better quality of life. Less pain, more time and ability to interact with their family in the time that remains to them. Their dignity has been greatly restored. My [relative] is able to remain in their home environment directly because of the care and expertise of Peach Nursing." This demonstrated that staff constantly looked and found ways to improve people's health even if previous treatments or support people received failed to achieve this.

Health care professionals we spoke with told us that staff always sought to improve people's care, treatment and support by identifying and implementing best practice and this improved their health and well-being. A healthcare professional told us, "I can also substantiate that the staff are knowledgeable about their patient's health care needs and they are able to recognise if needs change. I have also observed that they are well trained and aware of best practice guidelines when caring for patients in their own home." Another health professional told us, "I have worked with this particular agency for several years and hold the individuals that I have met and the management of this agency in high regard. It is my belief that this agency is run at the very highest of levels both from an ethical and urgent care level. The staff are well trained and have very clear documented guidelines on their role in patient care."

Relatives and health professionals told us that the registered manager and the staff's skills and knowledge made it possible for people living with complex health care needs to be cared for in the way they wished and taking account of their holistic needs, preferences and individual circumstances. One relative said, "Not only would my [family member] not be alive without the support of Peach, but I would definitely not be sane. The registered manager and their team make what is a challenging situation still feel like life that's worth living for [person] and the family that love them. I am extraordinarily grateful for, and reliant on, their constant, and I mean 24/7/365, support." A health professional said, "I have always found Peach staff to be of high quality, responsive to patient's needs, respectful of their homes and caring and attentive towards patients and their families. Staff are quick to report changes in patient's conditions and keen to address patient's symptoms and improve their condition quickly. They liaise efficiently with other members of the health care team to ensure the best care for patients."

The registered manager ensured that staff's practices were in line with published best practice guidelines and this had a positive impact on people. For example, staff used special sheepskin slings for people who needed to transfer with the aid of a hoist. Commonly used hoist slings could cause pain, discomfort and occasional bruising, sheepskin slings are more comfortable and safer to use for people with delicate skin. Staff followed national guidelines in managing people's diabetes. For example, a person had often hypoglycaemias where their sugar level dropped and caused severe sweating and discomfort. They were prescribed high doses of insulin which contributed to them having hypoglycaemias. Staff worked together with a specialist health care consultant and strictly followed their guidance which led to the person's dose of insulin to reduce significantly. There were realistic expectations that the person could have their diabetes controlled without insulin which had not been achieved in previous health services the person lived.

Staff were skilled in managing people's nutrition via percutaneous endoscopic gastrostomy (PEG). A relative told us about their loved one's PEG being managed so well that they had not had the tube replaced for a significant period of time. as it was working perfectly and had no. Previously while receiving care in other settings this had not been achieved resulting in infections causing the tube to block and require changing. This had meant trips to the hospital causing the person anxiety. PEG is an endoscopic medical procedure in which a tube (PEG tube) is passed into a patient's stomach through the abdominal wall, most commonly to provide a means of feeding when oral intake is not adequate for example, because of dysphagia.

One relative told us about how they feared that they would lose their loved one who whilst in hospital had

contacted several infections which weakened them. They said, "Since they are cared for at home they only had one infection and that cleared up quickly. The hospital staff had no confidence that [person] could be cared for at home but thanks to [registered manger and staff] they are so much better. [person] cannot talk but had a tear in their eye when we got them home. This is what they wanted." The registered manager told us after the inspection they helped the family of this person organise a celebration of a year since the person had been cared for in their own home. The person during this celebration was able to speak for the first time in years.

Staff received training not just in subjects considered mandatory by the provider but also specific training often bespoke to each individual they supported. For example, the registered manager organised a meeting for staff when any new care package was considered. People`s complex health care needs were made known to staff and the registered manager explained what the health condition was and what happened in the person`s body anatomically and physiologically. They spent time with staff to understand what people were going through and what changes could be expected as the chronic condition progressed. This gave staff not just an understanding of what the person`s current needs were but also what signs and symptoms they could observe when people`s needs changed.

Staff were supported through regular discussions with the registered manager about their development needs and to ensure they were updated on current best practice. They also had an annual performance review looking at their skills and abilities as well as their performance throughout the previous year. We saw examples of extra training sourced following these meetings to ensure staff could develop in the areas they needed or wanted. For example, nationally recognised management training, enrolment in nursing college, and maths and English classes. One staff member told us, "I had a meeting with [registered manger] and I was offered help to develop my skills further. I am a senior now because of the training and support I received." Another staff member said, "[registered manager] is not only interested in looking after people but staff are very important to them. We are well supported and trained."

When senior staff completed their management training they were given the opportunity to take on lead roles in training newly employed care staff to ensure they learned to deliver care and support following best practice guidelines. Senior staff were also trained to run the service in the absence of the registered manager to ensure that the quality of the care people received was maintained.

The majority of people who used the service or their relatives paid for their own care. This meant that when they employed Peach Nursing Limited they agreed and consented to the support they needed and signed an agreement. One person told us, "It is a very good service. They have done what they promised and even more. I am very happy." Relatives and people where possible had a say about the staff team allocated to care for a person. One relative said, "I was involved from the beginning. Staff are introduced and if we want any changes this is discussed with the [registered] manager."

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible. We found that staff had a good understanding about how the MCA principles applied to their roles. Records demonstrated and relatives confirmed that decisions in regards to people`s care and health needs were taken following a best interest decision. One relative said, "Everything has been with my [relative's] needs foremost. I have been involved and consulted on every aspect and discussion involving my [relative's] care." Another relative said, "I trust them completely but they always discuss everything with me and then with [health professionals] if needed. Everything is done for [person`s name] best interest."

People were supported to have a healthy balanced diet taking account of their needs, likes, dislikes and cultural needs. Every care record we checked evidenced that people maintained a healthy diet and stable weight. Despite the complexity of people's health needs no one using the service had pressure ulcers which indicated that appropriate nutrition was being provided alongside skin care for those who were not able to move independently.

Staff told us they were trained and knowledgeable about people`s dietary needs. Staff were able to detail what people liked and dislikes and how to prepare special diets for people. This was also confirmed by relatives and health professionals. We saw that meticulous records were kept and staff followed strict guidance in what actions they had to take if people had not had appropriate nutritional consumption.

The registered manager ensured the equipment needed for people to be safe at home could be put in place beforehand. Equipment used by the service included hoists, suction machines, oxygen, specialist beds and mattresses. Staff were trained in the use of each type of equipment and were observed by the registered manager which ensured their practices were safe. When people`s needs changed staff involved health professionals which ensured the equipment they used was appropriate. For example, when a person`s mobility improved they were reviewed and were assessed to walk with a Zimmer frame instead of a wheelchair. When a person`s mobility declined discussions took place to fit a stair lift in order that the person could continue to live in their own home.

## Is the service caring?

### Our findings

Everyone we spoke with during our inspection praised staff and the registered manager for their kindness shown to people. One person said, "I can confirm that they are kind, caring, sensitive, attentive and particularly committed to provide the best care." A relative said, "They are the most wonderful, caring, kind team. [registered manager] is available 24/7, Christmas and Bank Holidays included. There has never ever been a mini second that I have ever had to worry during the past four years of using them. They are punctual and extremely efficient."

Staff understood how to protect people`s dignity and respect their privacy. Although staff were in people`s homes 24 hours a day people and relatives told us they made their presence pleasant and they were not intrusive. One relative told us, "The girls are part of our family. They are here day and night but we have never felt they are intruding."

We saw how staff approached people when we visited them. They were gentle and respectful when they talked to people and established eye contact. For example, we observed staff talking to a person who was not able to communicate verbally and due to their health condition, it was unclear how much awareness and understanding they had about their surroundings. Staff told us, "We don't know how much [person] understands but it`s important to talk to them and involve them in everything we do." A relative told us, "[registered manager] is superb with my [relative]. They always addresses my [family member] before anyone else in the room. My [relative] is the client and they are treated with great care and dignity. The registered manager always takes time to establish eye contact and a genuine human connection with [person] before doing anything, and talks them through everything they are doing with great kindness. [The registered manager is a charismatic person and has a talent with getting [person`s name] to respond and smile. It is a pleasure to witness this approach." This meant that the registered manager acted as a role model for staff when they cared for people, and staff followed their lead in showing kindness.

People and their relatives told us they were involved in planning their care and support. One relative said, "I was involved in the planning of care for both [family member] and the care was definitely dignifying and had a positive impact on well-being." Relatives and health professionals told us that one of the strengths the service had was their effective communication.

The confidentiality of information held in records about people's medical and personal histories was kept secure and staff only shared information with relevant health and social care professionals on a need to know basis. People were given information about the service in a form of a service user guide which clearly described the service and what people could expect from it. People and relatives told us the service delivered over and above what they promised.

## Is the service responsive?

### Our findings

People and their relatives told us that the service was extremely responsive to their needs. One person said, "They are very good and adapt everything when it`s needed. We have a discussion and then they organise everything. This is a huge help." A relative said, "I feel like a huge burden lifted from my shoulders. They talk to me when something changes and then they talk to health professionals and deal with everything." Another relative said, "They have always been very responsive. I have always been able to get hold of the registered manager or the staff immediately. Not just quickly but immediately."

The service offered care and support to people with a wide range of support needs, however predominantly to people who lived with progressive neurological conditions and required 24 hour care. Every person who used the service had comprehensive care plans developed for the support needs they had and these were personalised to each individual. For example, where a person had diabetes the care plan gave clear guidance for staff to understand what diabetes was and what complications could occur with regard to low or high blood sugars. The care plan was personalised and described the personal and specific symptoms the person had when they had low or high blood sugars and we found staff knew these.

Each individual had a unique care package which was changed as and when people`s needs changed. For example, a person started the service when they were still able to enjoy going on holiday with their family. This was only possible if staff were prepared to assist and accompany them on their holidays. The registered manager personally prepared staff who agreed to support people going on holidays. Preparation and training included not just what to do in case of an emergency but dress code and what conduct was expected from them whilst being part of a family holiday.

When people's needs changed and they required more support, the service increased the number of staff which ensured their needs could be met and they could be cared for in their home as they wished. One relative told us, "I am using them for many years now and they have been so good and flexible. I wanted them there when [person] was in hospital and they were able to care for them there as well."

People and relatives we spoke with told us the service was delivered how people wanted taking account of their wishes, likes, dislikes and preferences. One relative told us, "I mean the care [person] receives is very good. They [staff] know how [person] likes to dress, what clothes they used to wear and they continue with this. They always look immaculate and this is what they like." Relatives told us staff that because staff were so reliable and cared for people so well they were able to continue with their life. One relative said, "I don't know how they do what they do but [person] looks so well since they came home from hospital. I feel looked after as well. I can go out knowing [person] is well looked after."

Staff supported people as much as they were able to continue with their hobbies, interests and lifestyle and continued as far as possible with the daily routine they had before they required care and support. One relative said, "They [staff] read the paper to [person] because this is what they used to do every day. They talk to [person] all the time. They give them a shower every day. Watch together the programs they used to watch on TV and loads of other things." People were supported to go on holidays, meetings, shopping or art

classes if they wished.

The service provided care and support to people nearing the end of their life. One relative expressed their gratitude for the care their loved one received by a thank you card which said, "To all [staff] that so wonderfully cared for [person] in the last few months of their life. Without you my relative's wishes of staying at home and being surrounded by loved ones could not have been met. You were all truly the rainbow in our rain with all your excellence and professional manner we felt at ease. You remembered our names and nothing was ever a problem for you."

The service worked in partnership with palliative care specialists from a local hospice which ensured people could have a dignified, pain free death in their own home. One of the health care professionals told us, "Peach agency helps to ensure a patient who wishes to be cared for and to die at home is able to do so by feeling safe and well cared for."

People and relatives told us they had no concerns or complaints. They told us they found the registered manager very approachable and were confident that if they had any issues these would be actioned immediately. There were no complaints received at the service, however people and relatives sent in thank you letters and compliments about the care and support their relative received. One of the comments said, "You have been the great pillar of strength to all of us in our hours of despair. Your deep caring and expertise have really helped my relative get through some challenging times during their illness and given us so much reassurance." Another compliment said, "The carers were extremely kind and helpful. I would recommend this agency to people who need care and personal help at home."



## Is the service well-led?

### Our findings

Everyone we spoke with as part of this inspection felt that the service was extremely well managed and the registered manager led by example an exceptionally well trained, caring and effective staff team. One person told us, "I think the service is particularly well-led and efficient."

Relatives praised the registered manager and the way they led their staff team in offering personalised care and support to people. One relative told us, "Peach Nursing provides a truly exemplary service on all levels. The organisation is capably led by [registered manager] who manages to combine high professional standards with an invaluable attention to detail, and a caring and thoughtful approach. They bring a wealth of experience to their organisation and active oversight of their team. Her processes are robust and well-documented, which allows both family and the caring team to respond to my [relative`s] diverse needs as effectively as possible."

Another relative said, "They were treated with the utmost respect and care, even though [person] was totally unresponsive due to their condition. The carers took them out when the weather allowed, read, chatted and even had a sing song, and found nice radio and television programmes as appropriate. They both [two people who used the service] had their hair washed, and had hand and foot massages. The food prepared by the carers was always fresh and well presented. I do feel that the care and support my [relatives] received enabled them to live a comfortable life in their own home."

Health professionals confirmed that the care and support people received was personalised, safe and effective due to the registered manager and their team who were dedicated to provide a bespoke service to each individual. One health care professional said, "The organization is very closely led by [registered manager] and the fact that many of the nurses that they employ have been with them for many years indicates their leadership is appreciated by those they instruct. I have had no reason to question attitude and efforts of this agency and can highly recommend them to my patients."

We found that the registered manager carefully selected the staff they employed to deliver care and support to people. They told us, "It is a great responsibility. Staff needs to have the right values." When people started using the service the registered manager matched the staff members working with the person based not just on staff`s skills and knowledge but also personality. This was greatly appreciated by people and their relatives. One person told us, "My experience of dealing with [registered manager] has been a salutary and productive one. The principle carer whom they have provided has been exceedingly professional, firm but yet sensitive with a very good sense of humour and astonishing work ethic." A relative told us, "I know for a fact that [registered manager] is very careful in the staff they appoint and fastidious about their training and the high expectations they have of them. Talent is a difficult thing to quantify. Perhaps it is just the experience of many years that is so effective. As a non-practitioner myself it is hard for me to say. All I know is that since Peach Nursing came on board in March this year my [relative] has benefitted hugely. Their skin and bowels are much better, their Parkinsonism is greatly eased. They are in less pain; myself and the wider family have far less to worry about. I cannot recommend them highly enough."

When we spoke with staff working for Peach Nursing Agency they all shared the same values and ethos of providing people with the best possible care and enable them to live in their own homes as they wished. Staff told us they would not chose to work for any other provider, they felt valued and shared the registered manager`s vision about the organisation. One staff member told us, "I work for [registered manager] since they opened the agency. I don't want to work for anyone else. I feel valued and important. I know that [registered manager] relies on me and I don't want to disappoint. They are very strict but fair and the registered manager trains us well and supports us." Another staff member said, "I acquired so many skills and knowledge since I work for [registered manager]. I can approach them any time and they will help me not just in regard to my work but in personal issues as well. Discipline is very important to [name of registered manager], we have to be professional but kind and follow her guidance."

The registered manager has built strong links with health professionals involved in people`s care. Health professionals praised the registered manager`s clinical expertise and relied on information received from them when they reviewed people`s treatment plans.

We saw correspondence where the registered manager suggested a change in people`s diagnosis and gave the evidence to health professionals who could change people`s treatment which had improved people`s condition. They also volunteered at a local pharmacy in order to keep up to date with their nursing prescriber skills and knowledge. One health professional told us, "I can't speak highly enough of [registered manager], I find them to be completely up to date with current requirements in regards to nurse prescribing. They often help in our pharmacy on a voluntary basis in order to update their knowledge concerning the processing of prescriptions and the legislation in order to understand the workings of both sides. As a result, we feel confident in recommending their services to service users in the local area and we have had some excellent feedback where we have sign posted patients to them. They are professional, compassionate and we have often been told that they are on call no matter what time of day or night, and had a patient mention that they personally came out on Christmas day to care for [person] where their previous agency had let them down at the last minute." This meant that the registered manager used their skills and knowledge so that people using their service could achieve positive outcomes.

There was evidence that the provider worked in partnership with people and their relatives so that they had the feedback they required to provide a service that met people's needs and expectations, and was continually improving. The registered manager regularly sought people's views about the quality of the care recorded when she visited them in their homes. Feedback was very positive and praised staff working with people and the registered manager.

There were a number of audits the registered manager completed which ensured that they maintained a high quality service. These included people`s care plans, medicine records, observations charts, staff`s training. They also received a monthly report from each senior staff member which summarised more important events in the previous month in regards to each person who used the service The reports looked at people`s health and social needs and staff had to detail observation and activities done in previous month. This was an effective way to review how people`s care was delivered, how people benefited from the support they received as well as identified any improvements or changes needed.

The registered manager carried out unannounced visits to people`s homes to check if staff were following guidance and work ethic at all times. One staff member said, "We never know when [registered manager] turns up and they check everything starting from our nails to uniform, records and they talk to the person and their family to see if they are happy. We always follow properly their instructions. If we make mistakes they are fair and teach us the correct way of doing things." This meant that staff took their roles and responsibilities seriously and understood the importance of following the providers policies and procedures

which ensured that the care people received was safe and met their needs.

Providers of health and social care are required to inform the Care Quality Commission, (CQC), of certain events that happen in or affect the service. The registered manager had informed the CQC of significant events in a timely way which meant we could check that appropriate action had been taken.