

TLC Homecare Limited

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Inspection report

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Website: www.tlc-homecare.co.uk

Date of inspection visit:

25 November 2020

26 November 2020

Date of publication:

14 December 2020

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
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| Is the service safe? | Inspected but not rated |
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|--------------------------|-------------------------|
| Is the service well-led? | Inspected but not rated |
|--------------------------|-------------------------|

Summary of findings

Overall summary

About the service

TLC Homecare Limited is a domiciliary care agency. It provides personal care to people living in their own homes in the community. At the time of this inspection there were approximately 250 people using the service.

Not everyone who used the service received the regulated activity of personal care. The Care Quality Commission (CQC) only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where people do receive personal care, we also consider any wider social care provided.

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

People were happy with the support they received with their medicines. Staff followed detailed medicine management plans to ensure people were supported with their medicines in a safe way.

After the last inspection, the provider had enhanced their quality assurance process in respect of medicines management. This had led to improvements with the management of people's medicines.

The provider and registered manager had good oversight of the service. This supported them to ensure people received good quality and safe care.

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 17 April 2019). At the last inspection we identified a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider completed an action plan to show what they would do and by when to improve. At this inspection we found the provider had made improvements and they were no longer in breach of Regulation 17.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we served after the last inspection in relation to Regulation 17 (Good Governance) had been met.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They 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. As this was a targeted inspection, the overall rating for the service has not changed and the service remains rated requires improvement.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for TLC Homecare Limited 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?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of the key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of the key question we had specific concerns about.

Inspected but not rated

TLC Homecare Limited

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice served after the last inspection in relation to Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was completed by two inspectors.

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 CQC. This means that the manager and the provider are both 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.

Inspection activity started on 25 November 2020 and ended on 26 November 2020. We visited the office location on 26 November 2020.

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 Healthwatch (Barnsley). 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. 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 six people who used the service and three relatives about their experience of the care provided. We spoke with eight members of staff. This included care workers, office staff, the registered manager and a senior manager.

We reviewed a range of records. This included six people's medication records and a variety of records relating to the management of the service, including policies and procedures.

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 requires improvement. We have not changed the rating of this key question, as we only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the Warning Notice we served after the last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

At our last inspection we found the provider had failed to ensure an accurate, complete and contemporaneous record was kept for each person who was supported with their medicines. This was a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found the provider had made improvements in this area, and they were no longer in breach of Regulation 17.

- People received safe and effective support with their medicines. People using the service and their relatives told us they were happy with the support they received.
- People had medicine management plans in place which provided staff with guidance about how to support people with their medicines, in a safe way. These plans were person-centred and enabled staff to provide personalised support to people.
- Staff were trained in how to manage medicines safely and their competency to do so was kept under review. The staff we spoke with demonstrated a good understanding of the medicine management procedures they were required to follow, to keep people safe.
- Staff made comprehensive records of the support they provided to people with their medicines, so they could evidence what medicines people had received, and when.
- The provider had an effective process in place to monitor the quality and safety of the support people received with their medicines, so any necessary improvements could be identified quickly and implemented.

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 requires improvement. We have not changed the rating of this key question, as we only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the Warning Notice we served after the last inspection. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

At our last inspection we found the provider had failed to ensure there were effective systems in place to monitor and improve the 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.

At this inspection we found the provider had made enough improvements and they were no longer in breach of Regulation 17.

- There were effective systems in place to check staff provided a high-quality service to people. These systems supported the provider and registered manager to identify any areas that could be improved and to ensure the service was safe.
- The provider had enhanced their quality assurance process in respect of medicines management after the last inspection. This had led to improvements with the management of people's medicines. Staff received regular feedback as part of this process, and this had supported them to improve how they recorded the support they gave people with their medicines.
- The provider and registered manager had good oversight of the service. This supported them to manage risks and prioritise safe care delivery, during the COVID-19 pandemic.
- Staff morale was positive and staff told us they enjoyed their jobs. Staff at all levels were clear about their roles and responsibilities.
- People, their relatives and staff had opportunities to provide feedback about the service and they were confident any concerns or ideas they raised would be dealt with appropriately.
- The provider and registered manager understood the regulatory requirements and pro-actively provided information to CQC following significant events at the service.