

Forget Me Not Caring Ltd

Forget Me Not Caring Limited

Inspection report

Suite 3 Stonebridge House
Main Road, Hawkwell
Hockley
SS5 4JH

Tel: 01702826200
Website: forgetmenotcaring.co.uk

Date of inspection visit:
27 January 2021

Date of publication:
15 February 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

Forget Me Not Caring is a domiciliary care agency registered to provide the regulated activity of personal care in supported living settings. The service supports 41 people with a learning disability and/or autism in 14 shared houses with their own tenancies. Staff provide various levels of support to people with sleep in arrangements in place.

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

Due to people's communication needs we were unable to talk with them on the telephone, and due to COVID 19 restrictions unable to visit them. We gathered their experiences through their family members who were very positive about the support the service provided.

Staff had the skills and knowledge to keep people safe and support was given by staff who were regular, reliable and caring.

People were safeguarded from harm as systems were in place to protect them. Risks to people were assessed and monitored. Medicine practices showed people received their medicines as prescribed. Lessons had been learnt and improvements made as a result. Staff had been safely recruited with all checks undertaken.

We looked at infection prevention and control measures. This is to provide assurance the service can respond to coronavirus and other infection outbreaks effectively. Staff carried out infection prevention and control measures to minimise the risk of infection.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The service had a clear vision for providing high quality care and support. Quality assurance systems had been developed to monitor the service and were very well managed. People were engaged and involved; the service continuously learnt and improved as it grew and worked in partnership with other services.

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the guidance CQC follows to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

The service was able to demonstrate how they were meeting the underpinning principles of right support, right care, right culture. People's care plans were person centred and care was tailored to their individual needs, aspirations, likes and dislikes. Their lifestyle, choices and independence were encouraged and

respected.

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 17 April 2019).

Why we inspected

We undertook this targeted inspection to check on people's safety and wellbeing due to the increase in the number of safeguarding concerns. Also, the service is required to have a registered manager, and, at the time of the inspection, one was not in post.

We found no evidence during this inspection that people were at risk of harm. We found the manager had made an application to become the registered manager and this was being processed by CQC. The overall rating for the service has not changed following this targeted inspection and remains Good.

CQC have introduced targeted inspections 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.

Please see the safe and well led sections of this full report.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Forget Me Not Caring on our website at www.cqc.org.uk.

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.

Forget Me Not Caring 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 Care Act 2014.

This was a targeted inspection to check whether the provider had dealt with safeguarding concerns appropriately and that people were safe and received high quality care. Also that a process was in place for the appointment of a registered manager.

Inspection team

This inspection was carried out by one inspector.

Service and service type

This service provides care and support to people living in 14 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service required a registered manager to be in place as part of their registration. The manager was in the process of applying to be registered with us and, whilst waiting for this to be approved, was managing the service efficiently and effectively.

Notice of inspection

This inspection was announced.

We gave the service 48 hours' notice of the inspection visit to the offices. This was because it is a small service and we needed to be sure that the provider or manager would be in the office to support the inspection.

Inspection activity started on 19 January 2021 and ended on 28 January 2021. We visited the office location on 27 January 2021.

What we did before the inspection

We reviewed information we had received about the service which included risk assessments and care arrangements, skills and experience of staff, spot checks, policies and procedures, lessons learnt, infection control practices and quality audits.

A provider information return had not been requested for this inspection as this process had been suspended due to the pandemic. 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 the received information to plan and undertake our inspection.

During the inspection

We spoke with six family members, the manager and service support manager and four staff. We also spoke with two professionals and had written views from an additional two staff. At the office we reviewed care records including assessments, daily notes, medicine charts, spot checks and two staff recruitment files.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to protect people and keep them safe from harm. Family members had no concerns regarding the safety of the service and keeping their relatives safe. One told us, "The staff have been working really hard during the pandemic. They really have done the best they can and have really kept all of the people who live there safe."
- Staff told us they had received training on safeguarding. They were able to describe how they would keep people safe and what they would do if they had concerns.
- Records showed that concerns were escalated to the local authority and dealt with appropriately. We saw action had been taken to safeguard people and the improvements made as a result to prevent them from happening again.

Assessing risk, safety monitoring and management

- Risks to people's health and wellbeing were identified and recorded. These had been discussed with them and their families during the assessment of their needs. These included personal care, medicines, accessing the community, finances and the home environment.
- Staff were aware of the risks around people's safety and how to support them to remain independent in their own home as well as accessing the community.

Staffing and recruitment

- Family members told us staff were consistent, reliable and had got to know their relatives well. One said, "The three staff members have done really well with [relative]. I'm always kept up to date and they do seem happier." Another said, "As far as I'm concerned if [relative] is happy, then all is well. They do consider it to be their home, so the staff must have made it feel so."
- Staff told us there was enough staff to provide safe care. Staff worked in the same houses and supported the same people. If a change was needed this was planned and negotiated to ensure it was managed well. One staff member said, "It did get a little bit more difficult with staff isolating, so I took on more shifts but it hasn't been a major staff concern."
- The provider had a clear process in place to recruit staff and carried out the required checks to ensure staff were suitable to work with people in their own homes. This included identification, any gaps in their employment history, references and checks to ensure they were not prohibited from working with people.

Using medicines safely

- People were supported by staff who were trained to administer medicines. Risk assessments were undertaken where concerns around medicines were identified. One family member said, "They [staff] do all

the medicines for [relative] and we've never encountered any problems."

- Staff had their competency to administer medicines checked on a regular basis to ensure their practice was safe. One staff said, "Yes I had all the appropriate training. I have just completed my refresher and a competency last week by my senior."
- Medicine administration records (MAR) identified the medicines that people were prescribed and how and when they should be taken.
- Medicine audits were undertaken, and the manager reviewed the MAR to check for missed signatures or other anomalies. Issues identified were followed up with individual staff members.

Preventing and controlling infection

- We were assured that the provider's infection prevention and control policy was up to date and in line with government guidance.
- Staff had undertaken infection control training and were clear about hygiene measures to prevent the spread of COVID 19.
- Staff told us they had enough personal protective equipment (PPE) to keep them and the people they supported safe. Regular spot checks were undertaken to check staff were using PPE correctly. We saw these were all recorded.
- The manager had implemented the new guidance for the testing of home care workers.

Learning lessons when things go wrong

- The manager told us of lessons they had learnt from the recent safeguarding concerns and changes made to the systems and processes to improve the service. These covered medicines management, infection control checks and staff retraining.

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

The purpose of this inspection was to check specific concerns we had about Forget Me Not Caring. We will assess all of the key questions at the next comprehensive inspection of the service.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Family members told us the service was well led. It had a very good ethos and was focussed on providing good care. Comments included, "The senior and manager are very quick to address any concerns," and, "[Manager] is very honest and straight forward and I believe she is doing the best she can to make things better."
- Quality assurance systems were in place which explored the experience of people being supported and this information was used to monitor performance and help drive improvement. Accidents, incidents, care records, staffing and records of people's medicines were audited by the manager and any shortfalls identified and escalated.
- Staff received regular supervisions and spot checks were undertaken. Staff told us they felt well supported. One staff member said, "I just love going to work."

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; Continuous learning and improving care

- The manager had been employed since April 2020 and had submitted an application to become the registered manager for the service. This was being processed by CQC. The manager had good systems and processes in place to oversee the safe running of the service.
- There were systems in place for the reporting of incidents and accidents which were monitored by the manager. Statutory notifications had been received showing the service notified CQC as required in law.
- The manager was very open and reflective about the provision of a high-quality service to people. They provided examples of lessons learnt and changes made to improve the service.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People and their family members were involved in the planning and delivery of their care. One staff member told us, "The service encourages positive teamwork and recognises that the different backgrounds, cultures, genders and skill mix of staff do bear a positive impact on the support provided to people."
- Every opportunity was taken to ask people about the quality of their care, through reviews, spot checks and surveys. One compliment received echoed many other compliments on the same lines, it said, "I just

want to say what a fantastic job the staff are doing keeping people safe and entertained."

- Staff were positive about working for the service, felt included and part of the team. One staff member said, "[Name of manager] is very supportive and fair to us all. I think it is a great company and I like working for them.
- The service worked in partnership with others and communicated effectively to ensure people's care and support was joined up and personalised. One health professional said, "They are open to learning new things, even if challenging to them and utilising resources. I would not be worried if someone was with Forget Me Not. There is good liaison with the manager and staff." Another said, "One of the people who uses the service is blooming, really blooming with their support. They are happy and well looked after."