

Giant Care Solutions Limited

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Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service: Giant Care Solutions Limited is a domiciliary care agency providing personal care people in their own home. The service was providing personal care to one person at the time of the inspection. For more details, please see the full report which is on the CQC website at www.cqc.org.uk

People's experience of using this service:

People told us that they would recommend their relative to use the service due to the level of professionalism from staff and management

The service had very thorough systems and processes in place that assessed people's needs, preferences and risks.

People were safe because staffing was suitable to meet the needs of people and they told us the care was very good.

Staff respected people's cultural and religious beliefs.

The service used detailed person-centred plans and assessments that enabled staff to safely meet people's changing needs.

The registered manager had systems in place for auditing the quality of the service. Part of this involved using regular communication with people and staff to seek their feedback on how the service was run and if they were happy.

Staff recruitment processes were in place including criminal checks and past employment history to ensure staff were suitable for their role. Staff also received regular supervision and a thorough training programme was in place.

The service managed people's medicines and health needs well.

The service met the characteristics of Good all areas; more information is in the full report.

Rating at last inspection: Giant Care Solutions Limited was newly registered in 2018. This was the first time that the Care Quality Commission (CQC) have inspected this service.

Why we inspected: This was a planned comprehensive inspection based on the date the service was registered with the CQC.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe

Details are in our Well-Led findings below.

Good ●

Is the service effective?

The service was effective

Details are in our Well-Led findings below.

Good ●

Is the service caring?

The service was caring

Details are in our Well-Led findings below.

Good ●

Is the service responsive?

The service was responsive

Details are in our Well-Led findings below.

Good ●

Is the service well-led?

The service was well-led

Details are in our Well-Led findings below.

Good ●

Giant Care Solutions 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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team:

One inspector carried out this inspection over the course of a day.

Service and service type: Giant Care Solutions Limited is a domiciliary care agency. It provides personal care to people living in their own houses and flats. It provides a service to older adults and younger disabled adults.

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 visit because it is small and the registered manager is often out of the office supporting staff or providing care. We needed to be sure that they would be in.

What we did:

Before the inspection we used our planning tool to gather relevant information and reviewed information that we received from the provider on the provider information return (PIR). This is a document that the provider sends us saying how they are meeting the regulations and any plans for improvement. We also reviewed all information received from external sources such as the local authority and reviews of the service.

During the inspection we:

- Spoke with the registered manager.
- Gathered information from one care file which included all aspects of care and risk.
- Looked at one staff file including all aspects of recruitment, supervisions, and training records.
- Health and safety records.
- Records of accidents, incidents and complaints.
- Audits and surveys.

Following the inspection, we reviewed further evidence sent to us by the provider and spoke to one person receiving care from the service and one care staff.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- The staff received training on safeguarding adults.
- A staff member said, "It is about keeping the individual safe from harm and abuse. It is about looking out for any physical changes or if someone isn't themselves one day. I would definitely contact my manager to let them know what's going on."
- People told us they felt safe but would be happy to approach the registered manager and call social services if they ever had concerns about abuse.

Assessing risk, safety monitoring and management

- The registered manager wrote, reviewed and updated detailed people's risk management plans.
- The registered manager directly communicated changes in people's care needs to staff to ensure staff understanding.

Staffing and recruitment

- The registered manager had robust recruitment policies and processes in place that were followed, to ensure that staff were suitable for the role.
- The staffing levels were based on people's assessed needs and were safe.
- Staff had the right skills and experience for the role.

Using medicines safely

- The provider had detailed systems in place for monitoring and auditing safe management of medicines.
- Staff were trained and assessed in medicine administration and theory to ensure competence.
- People's care plans had information on the medicines used and known side effects to better inform staff.
- People told us, "Staff support me with medicines, they are always on time and correct. The registered manager does medication reviews and makes sure I know when my medication is running out. I am never left without and in pain. Staff remind me what tablets they are giving me."

Preventing and controlling infection

- Staff told us, "I have to protect my clients and myself from contamination with using gloves and aprons and washing my hands."
- Systems were in place to minimise the spread of infection.

Learning lessons when things go wrong

- The service had not yet experienced incidents. However, the registered manager had a good understanding of processes for learning from when things go wrong.
- The registered manager also researched the latest concerns and developments in the wider care

environment and used these to shape the quality of care provided.

- The registered manager told us, "It all comes down to the reporting and recording and trying to see what went wrong and the near misses and how you could put it right working hand in hand with the clients and staff. As well reassessing different risk assessments that can be put in place."

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

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The registered manager had very thorough systems in place for conducting initial assessments of people's needs.
- People's assessments covered all aspects of their choice, preference, beliefs, health and wellbeing.
- The provider wrote people's care plans and risk assessments in line with their assessed needs.

Staff support: induction, training, skills and experience

- The provider used a robust induction program for new staff which included shadowing a more experienced staff member and being observed.
- The registered manager provided training for staff in all areas required for their role. This included regular supervision and annual appraisals.
- The registered manager assessed staff's skills and experience against people's needs using a person matching form. This helped to show if staff had the suitable skills, experience and training for people they delivered care to.

Supporting people to eat and drink enough to maintain a balanced diet

- People told us, "I get very good meals at meal times."
- People confirmed to us they had a choice of meals and get enough to drink.

Staff working with other agencies to provide consistent, effective, timely care

- People said, "Staff are always on time and very efficient."
- We looked at agreed care visit times against records of care visits in daily notes and these matched. This confirmed the provider was delivering care at the agreed times ensuring a consistent approach to meeting people's preferences.

Supporting people to live healthier lives, access healthcare services and support

- Staff supported people to attend medical appointments.
- The registered manager acted as a liaison with health professionals to ensure that the correct equipment was assessed and accessed.

Ensuring consent to care and treatment in line with law and guidance

- People confirmed that staff asked for their consent before any care was given.
- People currently using the service could make their own decisions and these were respected.
- People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; equality and diversity

- Peoples personal beliefs and cultural preferences were respected.
- People told us, "I like the way staff come in and greet me very well. Staff support me very well with my needs."
- People confirmed they were encouraged to be as independent as possible.
- People told us staff were very patient and kind. One person said, "I have one [staff member] who comes to me and that is better for me...I am quite happy with the service I get."
- Staff received training on equality and diversity. The registered manager tested staff knowledge periodically through an online learning package.

Supporting people to express their views and be involved in making decisions about their care

- People confirmed they were involved at all stages of care planning and made their own decisions about their care.
- Documents looked at showed evidence of people's involvement in initial assessments and ad-hoc reviews as well as formal reviews.
- Records of contact showed the registered manager and care staff had regular conversations about the care and any changes or extra one-off services required.

Respecting and promoting people's privacy, dignity and independence

- Staff received training on confidentiality and information governance.
- The registered manager securely stored all paper and electronic records.
- Review of care records showed that people's dignity and independence was promoted and maintained. This was reflected in the way they were written and the information they contained.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- Staff told us, "People should be able to make their own decisions. It is about how the client wants things done in their way. Not every client is the same but it is about how they want it done and how they are comfortable. It is not about the way I would do it or because it is quicker."
- Care plans and care records were written in a way that showed people's preferences and wishes were at the core of the planning process.
- The registered manager was in the process of including more information about people's history to enable staff to have a better understanding of people, their interests and preferences.
- Care records updated daily by staff showed a very high level of person centred support documenting both task led and person led support, emotions, interactions and outcomes.

Improving care quality in response to complaints or concerns

- The service had a robust complaints process in place. There had not been any complaints to date but the registered manager was able to show an open and honest approach to managing complaints should they occur.
- People told us they were happy with the complaints process.

End of life care and support

- The service was not currently supporting anyone receiving end of life care.
- The registered manager could show how they had supported people to discuss the topic and would work with people at their own pace to develop end of life care plans.
- The service had good systems in place to support people on end of life care should it be required.

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

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on their duty of candour responsibility

- The management team and care staff were all very passionate about ensuring they gave high quality, person-centred care.
- The registered manager and staff team had a good understanding of their responsibilities.
- The registered manager showed an open and honest approach to care provision.

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

- The registered manager and staff team were all able to define their roles and how to put these into practice.
- The registered manager and staff team all understood the impact of good care on the people they were supporting.
- The registered manager showed a good understanding of legislation. This included the requirements of the Health and Social care Act and their responsibilities within their management role.
- Risks were understood, safely managed and used to empower people and develop their skills and confidence.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- One person told us, "I get asked by the manager how the company are doing and if I'm happy with the [staff member] or have anything to discuss. I really like [staff member]."
- There was clear and regular telephone and face to face engagement with people and staff to feedback on the service provided.
- Staff told us, "I will keep my manager updated every two or three days. We talk about everything really. The manager is brilliant."
- People and staff gave positive feedback about the registered manager and care staff.
- Information was in formats suited to the individuals communication needs.

Continuous learning and improving care

- The registered manager used audits and feedback to develop and improve the service and relayed this to their staff team.
- The service used knowledge of the wider care industry to learn when things had gone wrong and evaluate how to avoid the same concerns at Giant Care Solutions Limited.

Working in partnership with others

- The registered manager showed how they worked with others and external health professionals to help improve the quality of life for people.
- The service provides a contact record for health professionals so that important updates can be added into a person's care plan or risk assessment.
- The registered manager also attended local networking groups and liaised with other teams to share ideas and find innovative ways to improve the care they provide.