

Innovations in Care Ltd

Innovations in Care

Inspection report



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Ratings

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

Summary of findings

Overall summary

About the service

Innovations in Care is a domiciliary care service providing personal care to people living in their own homes. The service specialises in supporting younger adults who may be living with a physical disability, sensory impairment, mental health needs, a learning disability or autism. At the time of our inspection there were 4 people receiving support with personal care.

Not everyone who used the service received 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 they do, we also consider any wider social care provided. At the time of our inspection there were 4 people being supported with personal care.

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

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and 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 supporting people with a learning disability and autistic people and providers must have regard to it.

Right Support:

People were supported in an effective and extremely person-centred way to have choice, control and to develop their independence. They were supported to achieve consistently positive outcomes, which improved their wellbeing and enhanced their quality of life.

People's rights were protected. They 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.

Staff provided effective care and support to help people learn new skills, develop their confidence and to identify and achieve goals.

People received safe care and support from staff who fully understood their needs and how best to support them to maximise their independence, whilst minimising risks. Risks were thoroughly assessed and effectively managed.

New staff were safely recruited, inducted, and trained to ensure they had the skills, knowledge and confidence to meet people's needs.

Right Care:

People received outstanding person-centred care. Their needs were thoroughly assessed, and this

information was used to develop comprehensive plans of support to meet people's individual needs and preferences. Staff had an excellent understanding of people's needs and how best to support them.

People were actively involved, wherever possible, in planning and reviewing their care and support. Staff were proactive in developing ways to ensure people could communicate their wishes and views and be fully involved in decisions.

Staff were kind, caring and treated people with dignity and respect.

Right Culture:

There was an exceptional and distinctive culture within the service. People were at the heart of the service and there was a clear focus on understanding and meeting their individual needs. The service worked collaboratively with healthcare professionals to plan extremely person-centred care and support, which resulted in outstanding outcomes for people.

The service was extremely well-led. Governance arrangements were well embedded, and this ensured people received consistently safe, effective and very high-quality care.

Staff were highly motivated and extremely proud of the work they did. There were high levels of engagement and satisfaction at all levels within the service.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk.

Rating at last inspection

This service registered with CQC on 13 January 2022 and this is the first inspection.

Why we inspected

This was a planned inspection based on when the service was registered.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was exceptionally responsive.

Details are in our responsive findings below.

Outstanding ☆

Is the service well-led?

The service was exceptionally well-led.

Details are in our well-led findings below.

Outstanding ☆

Innovations in Care

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection was completed by an inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with CQC to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations. At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was announced. We gave a short period of notice of the inspection, because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 13 June 2023 and ended on 4 July 2023. We visited the location's office on 13 June and 4 July 2023.

What we did before the inspection

We reviewed information we had received about the service since it first registered. We used information the

provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We sought feedback from Healthwatch, and the local authority who work with the service. 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 all this information to plan our inspection.

During the inspection

We spoke with a person who used the service and 3 people's relatives about their experience of the care and support provided. We received feedback from 6 health and social care professionals who worked with the service. We spoke with 5 members of staff including the registered manager who was also the nominated individual and support workers. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included 3 people's care and medicine administration records. We looked at 2 staff files in relation to recruitment, induction, training and supervision. A variety of other records relating to the management of the service, including audits and policies and procedures were also reviewed.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and neglect by staff who were trained to recognise and respond to any safeguarding concerns. A professional told us, "The service are good at reporting safeguarding concerns. Their priority is to keep people safe."
- The provider was proactive in identifying and managing risks. They worked closely with the local authority and other professionals to report and respond to any safeguarding concerns to help keep people safe.
- The provider kept detailed records about safeguarding concerns and how these were dealt with. Information was analysed to ensure appropriate action had been taken to keep people safe.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People's needs had been thoroughly assessed and very detailed plans were in place to support and guide staff on how to manage and minimise risks to people's safety.
- Staff understood people's needs and risks. They had received training on how to manage risks to individuals' health and wellbeing. A professional told us, "I feel confident that my clients are well cared for in safe environments."
- Accidents and incidents were recorded and reported to management.
- The provider robustly analysed any accidents or incidents that occurred to ensure appropriate action had been taken and to help identify if anything could be done differently to prevent a similar thing happening again.

Staffing and recruitment

- People were supported by safely recruited staff. Appropriate checks had been completed to help make sure suitable staff were employed.
- Enough staff were deployed to safely meet people's needs.
- People were supported by a core team of staff who understood their needs and how to safely support them. Contingencies were in place to make sure any absences were covered so people continued to receive safe support to meet their needs.
- People gave positive feedback about staffing levels and how this was managed. A member of staff explained, "If anyone is on leave or sick, we try and cover with staff from our own team so [Name] knows who is there supporting them."

Using medicines safely

- People received safe support to take their prescribed medicines.
- Staff had been trained on how to safely manage and administer people's medicines.

- Appropriate records and checks were completed to help monitor and make sure people's medicines were received, stored and administered safely.

Preventing and controlling infection

- Staff were trained on how to help prevent and control the spread of infections.
- Staff had access to appropriate personal protective equipment to minimise risks when supporting people with personal care. Checks had been completed to help make sure staff understood and followed good practice guidance.
- The provider completed regular audits to ensure staff were providing appropriate support to help people maintain a clean and safe home environment.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- People received effective care and support which promoted their health and wellbeing and improved their quality of life.
- Staff shared strong working relationships with health and social care professionals. They worked collaboratively to understand people's needs and plan effective packages of support based on up-to-date knowledge and expertise. This enabled people to achieve consistently good outcomes, which improved their quality of life. Feedback included, "My client has made so much progress since being with Innovations. The company have gone way and above."
- The provider monitored people's health and continually strived to effect meaningful changes and improvements. They employed a 'clinical lead' who had developed staff's approach to gathering and analysing information about people's complex health needs. This helped professional's make informed and effective decisions about how best to respond to people's changing needs.
- People were supported to attend appointments and health checks. They had detailed health actions plans and hospital passports, which were used to ensure their health needs were consistently understood, monitored and met.

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

- People benefited from effective and person-centred support based on an holistic assessment of their needs.
- People's care plans showed a thorough understanding of their needs and evidenced a robust approach to planning and delivering care in line with good practice guidance.
- Regular and meaningful reviews helped ensure care plans remained up-to-date and relevant. People were actively involved wherever possible to ensure they were at the heart of the care provided and that the support effectively met their individual needs.

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

- People received skilled and effective support to meet their nutritional needs and there was a strong emphasis on the importance of eating well.
- People's needs were thoroughly assessed, and detailed plans were in place to monitor and make sure their needs were met.
- Staff worked closely with people to understand their needs and preferences and to support them to achieve goals around developing their independence, eating healthily and losing weight. For example, replacing favourite foods with homemade healthier alternatives to support people to lose weight.

- Healthcare professionals gave positive feedback about how staff had supported people to improve their diet. This had resulted in improvements in people's confidence, self-esteem, and overall health. A professional explained, "[Name's] whole personality has changed, their communication has improved, their diet has improved, which has improved their physical health."
- Wherever possible, people were supported and encouraged to do shopping and prepare meals and drinks. Staff were responsive to verbal and non-verbal cues to ensure people's individual needs and preferences were understood and respected.

Staff support: induction, training, skills and experience

- People were supported by skilled staff. In addition, to the wide range of training provided to all staff, the provider had sourced and rolled out additional training specific to people's individual needs. For example, on ligature and self-harm management, or bespoke training designed and delivered by the provider's clinical lead on how to support specific service users with their complex health needs. A professional explained, "I have witnessed some excellent care and support delivered by staff that have undergone extensive training provided by the company and external resources."
- The provider also worked in partnership with other organisations and kept up-to-date with new research and developments to make sure staff were trained to follow best practice.
- Staff felt supported and valued in their roles. New staff received a thorough induction and ongoing support to develop the skills and confidence to provide effective care. Staff were positive about the training and felt supported to meet people's individual needs. Staff explained, "They are brilliant" and, "I think it is a really good company. They make sure we are being supported. It can be emotionally and physically draining for staff, and they are always checking if we are ok, they genuinely care for us."
- The registered manager had developed robust systems to check staff's competency and ensure they understood and applied training and best practice guidance.

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

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 MCA 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.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- People's rights were protected. They had meaningful choices about where they lived, how they were supported and how they spent their time. The provider understood the importance of promoting people's choices and empowering people to make decisions.
- Staff assessed people's mental capacity and worked collaboratively with relatives and professionals where necessary to make decisions on people's behalf. Appropriate applications had been made to deprive people of their liberty.
- Staff were proactive in ensuring they supported people in the least restrictive way. For example, by

encouraging and supporting people to make decisions and developing communication strategies to enable people to communicate their wishes.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were treated well and received kind support from staff who genuinely cared about their wellbeing. Professionals explained, "The staff are very person-centred and very caring. They always work within people's best interests" and, "They are always helpful and caring towards the adults they support."
- Staff understood people's individual needs. They treated people with respect and had received training on equality, diversity and inclusion.

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

- People were supported to express their views and were involved wherever possible in making decisions about their care.
- People's care plans contained detailed information about their wishes and views showing they had been actively involved in decisions about how their needs were met.
- Staff understood the importance of offering people choices and had developed person-centred communication plans to help make sure they could express their wishes.

Respecting and promoting people's privacy, dignity and independence

- People were treated with respect by kind and caring staff. A professional said, "When they talk about [Name] it is in such a positive way, they are caring."
- Staff were mindful of the importance of maintain people's privacy and dignity. A relative said, "The care is good, the staff are very patient."
- People were encouraged and empowered to promote their independence. Detailed plans were in place to guide staff on how to meet people's needs whilst supporting them to develop and maintain their independence.

Is the service responsive?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People received exceptionally person-centred care and support to meet their individual needs and improve their quality of life. Staff worked tirelessly with people and professionals to understand people's needs and to continuously develop their approach to supporting them. This had resulted in significant and meaningful changes in people's physical and mental health, and wellbeing. Professionals explained, "The service has always gone the extra step to make life better for their client" and, "They went above and beyond in a really difficult situation, it is a credit to them."
- Staff had gone the extra mile to support people to reach goals to develop their independence. They had successfully supported a number of people to move into independent living. They empowered people to develop new skills and continually encouraged and supported them to promote their independence. This was achieved by establishing strong and meaningful relationships, empowering people to set goals that were meaningful to them and by recognising and building on positive progress. This had an outstanding impact on people's health, confidence and wellbeing. A professional explained, "[Name] has been in their own accommodation for nine months now and has really come on in that time and that is credit to the staff."
- Staff were highly motivated and had an excellent understanding of people's needs and how best to support them. They were proud of the progress people had made and genuinely cared about their wellbeing. A professional said, "The staff I've seen and met interact very well with this person. They clearly find it very rewarding working with them. They are so pleased to see the difference in [Name]. When they talk about [Name] it is in such a positive way."
- People's care plans contained extremely detailed life histories and comprehensive person-centred information about their needs and preferences. Underlying this was a person-centred culture focused on truly understanding people's holistic needs with a view to improving their experiences and quality of life.
- Staff worked closely with people, their relatives and professionals to plan bespoke packages of care and support, which were regularly reviewed to make sure it met their needs and continued to enable people to live enriched and meaningful lives.
- The provider had developed 'quick reference guides' to ensure important information was clear, accessible and understood by all staff.
- People were proactively involved wherever possible in all aspects of decision making. The service was consistently planned and delivered in a way which respected their wishes and ensured people were at the heart of the service and supported to do the things they enjoyed. For example, one person had been supported to complete the provider's training programme to help them understand their needs and how staff supported them. This had empowered them to have the confidence to take control and actively

manage their care and support through attending meetings to review and discuss the support provided.

- The provider had introduced 'hospital grab bags' to ensure people would continue to receive person-centred care if they needed to be admitted to hospital. These included very detailed and person-centred 'hospital passports', recent incident reports, communication records, and welfare supplies including wipes, tissues, and money to get drinks or snacks.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- People had exceptionally detailed communication plans and staff had worked proactively to develop individual communication strategies to make sure people could express their wishes and communicate their needs. For example, by supporting a person, where it was previously though not possible, to learn to use basic Makaton and introducing a sound box to help them learn to communicate more of their needs.
- Each person had a dedicated team of staff who knew them well and had an excellent understanding of their individual communication needs. They knew how best to support and encourage people to express their views and how to identify and understand what people might be communicating through changes in behaviour and non-verbal cues.
- People were supported to access important information. There was a comprehensive and wide range of accessible information provided to help people understand all aspects of their care, from information about medical appointments to the importance of healthy eating.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Staff respected people's individuality. People were empowered to pursue their hobbies and interests and to do the things they enjoyed. This resulted in people being supported to engage in a wide range of person-centred activities, which had significant benefits for their mental health and sense of wellbeing. This included supporting people to attend a regular disability disco, to go to concerns or go on holiday, making use of a caravan bought by the provider for people to use at no additional cost. A member of staff explained, "Everything is about the clients, it's so person-centred."
- People received exceptional support to help them learn and develop new skills. Staff worked closely with people and professionals to identify goals to build people's confidence, self-esteem and improve their quality of life.
- People were encouraged and supported to develop and maintain relationships, take part in activities and to engage with their local community to avoid social isolation. For example, staff were actively supporting a person to develop their confidence to engage in volunteering work. They constantly looked for ways to support the person to work towards this important and meaningful goal.
- The provider also ran a day centre, which was freely accessible to people who used the service. This provided opportunities for people to meet with friends and engage with activities. It also provided opportunities for people to learn new skills and focus on developing their independence and functional life skills.

Improving care quality in response to complaints or concerns

- There was an open and inclusive culture in which people felt confident and empowered to speak with staff or management if they were ever unhappy about the service or needed to complain.
- Staff and management were extremely receptive to feedback and keen to listen and learn from people's

experiences to continually improve the service.

- People were provided with the information they needed to make a complaint. The provider had a policy and procedure in place and provided people with accessible information to help ensure they could raise concerns if needed.
- People were supported by advocates to ensure there was someone independent who could, if necessary, speak on their behalf and ensure their wishes and views were heard and their rights protected.
- Complaints received had been comprehensively investigated to identify any action or learning that could be used to improve the service.

End of life care and support

- There was nobody receiving end of life care at the time of our inspection.
- Staff had completed training in end of life care and detailed, person-centred care plans were in place to support and guide staff on how to meet people's individual wishes and needs approaching the end of their life, should the need arise.

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.

This is the first inspection for this newly registered service. This key question has been rated outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The service was extremely well-led. People were at the heart of the service and there was an exceptional and distinctive approach to meeting their needs. This could be seen in the outstanding approach to holistically assessing people's needs and the consistent and extremely attentive way in which staff worked with people and professionals to effect significant and meaningful improvements in their health, wellbeing and quality of life. This approach had resulted in outstanding outcomes for people. A professional explained, "I am convinced that their client would likely be much more unwell and at risk of hospital admission or possible early death if the service had not been involved...they have managed an extraordinary improvement in their health and wellbeing."
- People consistently praised the person-centred care staff provided and told us the service was extremely well-led. Feedback included, "I cannot praise this manager or the service they run highly enough...I would have to rate the manager and service as excellent in every respect" and, "I have so much praise for [registered manager's Name], apart from how they have supported my clients, I admire their work ethic and the energy and effort they put into everything they do."
- The registered manager was highly motivated and promoted a very open, inclusive and person-centred culture. They were passionate about understanding people's needs and designing and delivering bespoke support to achieve excellent outcomes and improve their quality of life. A professional explained, "It is a real credit to [registered manager's name] and the service they manage that the client is now enjoying life again."
- Staff were passionate, confident, and empowered to provide exceptional, person-centred care. They were highly motivated and proud of the support they provided. Comments included, "I love coming to work and love my job – I love seeing [Name] happy and enjoying life" and, "I absolutely love it [the work]. I feel like it's very person-centred around the client and what's in their best interests."

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

- Staff had an in-depth understanding of their role and what was expected of them. They were happy in their work and were highly motivated and confident in the way the service was managed.
- The registered manager was skilled and effective in overseeing a high-performing organisation that was focused on delivering very effective, high-quality care. They had won the 'Above and Beyond' award at the Hull and East Yorkshire People in Business Awards 2023 recognising this outstanding approach.
- Robust governance arrangements were well-embedded in the running of the service. The provider used a

comprehensive range of regular audits to carefully monitor the quality and safety of the service and support the delivery of high-quality care.

- There was a strong emphasis on continuous improvements. Management continually strived for excellence and took an extremely proactive approach to identifying and addressing any issues or concerns to help make sure people received safe and high-quality care. For example, they had worked to introduce QR codes on staff's identity badges to enable people to check and confirm staff's identities through the provider's public website; and were actively looking at other ways to use this technology to share information securely.

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

- There was a distinctive approach to engaging people using the service. People had been empowered to chair their monthly review meetings and to attend handovers to ensure they were at the heart of their package of care and their views were central in shaping how the service met their needs.
- Staff and the registered manager had excellent working relationships with healthcare professionals and other organisations. They worked in partnership to continually review, and strive to improve, the care and support people received resulting in significant improvements in people's quality of life.
- People consistently praised the communication and partnership working. A professional explained, "They are very good at working with other agencies, the local authority, NHS and advocacy. They've worked through some quite challenging situations and are always very good at feeding back to professionals."
- Staff praised the outstanding support and encouragement they received. Feedback included, "I find Innovations like a second family. It is so person-centred care. The manager always deals with issues and queries and is always ready to help. They are very approachable and professional."
- The provider was committed to supporting improvements in the wider sector. They had worked with another service to share their expertise and provide support, advice and guidance to effect meaningful changes and improvements in the care provided there. The provider's clinical lead was actively involved in wider consultation on the roll out of Oliver McGowan training and in encouraging and supporting a person using the service to be involved as an expert by experience in delivering the training.

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

- The registered manager understood their responsibility under the duty of candour requirements to be open and honest with people and apologise if something went wrong.
- Management were extremely transparent in reporting any issues or concerns. Notifications were sent to CQC when legally required, for example, if there had been a safeguarding concern. This helped to monitor and make sure the service was meeting people's needs.