

Care Carers Ltd

Care Carers

Inspection report

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30 October 2020

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25 November 2020

Ratings

Overall rating for this service

Insufficient evidence to rate

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Care Carers is a domiciliary care service. The service provides personal care to people living in their own homes. At the time of the inspection three people were using the service.

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 the inspection all people were receiving personal care.

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

Systems were in place to safeguard people from abuse, including training for staff and having suitable safeguarding and whistleblowing policies. People felt safe with the staff who supported them. The provider assessed risks relating to people's care and staff understood how to reduce the risks.

The provider checked staff were suitable before they cared for people through checks of their employment history and any criminal records and health checks. People received consistency of care from staff who knew them well and there were enough staff to care for people safely.

Staff administered medicines safely and the provider trained staff to understand their responsibilities in relation to this.

People were involved in the planning of their care and the provider regularly asked them for feedback on the service they received. People felt listened to and their views were acted upon.

Staff understood infection control requirements and worked in a safe way to limit the spread of infections such as COVID-19. Personal Protective Equipment (PPE) was appropriately used and staff followed infection control procedures.

People, relatives and staff were consulted with and listened to. All had confidence in the registered manager and found the service was well-led. The registered manager had good oversight of the service to ensure people received good care. People confirmed they received good care and were very happy with the service.

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

Rating at the last inspection and update

This was our first inspection of this service since it registered with us in September 2019.

Why we inspected

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

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?

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.

Care Carers

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.

Inspection team

The inspection was carried out by one inspector.

Service and service type

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

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

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure the registered manager would be available to support the inspection. We also needed to obtain the consent from people using the service and relatives to be contacted by us to obtain feedback on their experience of using the service.

The inspection activity started on 30 October 2020 by visiting the provider's office to meet with the registered manager. We then made phone calls to people using the service, their relatives and staff, and inspection activity ended on 11 November 2020.

What we did before the inspection

We reviewed the information we had received about the service since they registered with us, including any statutory notifications received. We had not asked the provider to send us a 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. We used all of this information to plan our inspection.

During the inspection

We spoke with one person who used the service and one relative about their experience of the care provided. We spoke with three members of staff including the registered manager. We reviewed a range of records. These included care and staff records and records relating to the management of the service.

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 this inspection this key question was rated Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People told us they felt safe with the staff who supported them. One person told us, "[My care worker] is very caring and kind. Superb care!"
- All staff received safeguarding training. They understood the signs and types of abuse and how to report any concerns. Staff were aware of the providers safeguarding and whistleblowing policies.
- The registered manager understood the process for raising a safeguarding alert with the local authority and notifying CQC.

Assessing risk, safety monitoring and management

- The registered manager had assessed risks in people's care and clear guidance for staff to follow was in place. The registered manager reviewed people's assessments to keep them up to date.
- Staff understood how to support people safely to reduce these risks.

Staffing; Recruitment

- The provider had enough staff to care for people safely. There was a very low staff turnover and people received care from staff they knew well. People told us staff timekeeping was very good and they had never missed a call. One person said, "I've never had a missed call. They are never late. They organise themselves very well!"
- Suitable recruitment checks were carried out before staff started caring for people. These included checks of employment history and references, health conditions and criminal records.

Using medicines safely

- At the time of our inspection, one person required occasional staff support in relation to their medicines. Staff recorded the support they provided appropriately.
- Staff had completed appropriate training to give them the skills and knowledge needed to administer medicines safely.
- The registered manager regularly worked alongside the care staff and used the opportunity to observe and check that people had received their medicines.

Preventing and controlling infection

- The registered manager ensured staff understood and followed current COVID-19 infection control guidance.
- Staff were provided with suitable personal protective equipment (PPE) to reduce the risk of the spread of infections.

- People using the service and their relatives had no concerns about infection control practices.

Learning lessons when things go wrong

- The registered manager had processes in place to learn from any accidents or incidents, safeguarding or complaints, although none had occurred since the service began caring for people.

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 this inspection this key question was rated Good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- People, relatives and staff all had confidence in the registered manager and the way they lead the service. One person told us, "The manager is super and would listen, she is a good organiser." All felt involved and listened to and records confirmed regular consultation.
- The registered manager had good oversight over all aspects of the service to ensure best practice was followed and all regulations met. The registered manager regularly provided care alongside the care staff which helped them monitor the care people received. A relative told us, "For the first two weeks I could hear [the registered manager] guiding staff, then we were all happy."

Planning and promoting person-centred, high-quality care and support; 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 ensured care was planned and delivered according to people's individual needs and preferences. People's care was regularly reviewed to check it continued to meet their needs and the registered manager carried out spot checks to monitor the way staff cared for people.
- People, relatives and staff confirmed care visits were scheduled so staff had enough time to travel and deliver care.
- The registered manager understood their responsibilities under the duty of candour. The duty of candour requires providers to be open and honest with people when things go wrong with their care, giving people support, truthful information and a written apology.

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

- People using the service and relatives spoke highly about the care they received. One person told us, "The carers are very competent and very genuinely caring, it's in their blood, it's not just a job for them." People told us the staff knew their needs and preferences as to how they wanted their care and support delivered and it was provided according to their wishes.
- People and relatives felt comfortable sharing their views with the registered manager as they were approachable and responsive to any suggestions.
- People and their relatives were supported to express their views and be involved in making decisions about their care. Feedback was sought from people using the service and their relatives and feedback received was positive.

Working in partnership with others

- The registered manager and staff worked together with professionals to achieve positive outcomes for people. For example, the registered manager had requested an occupational therapy referral for one person to ensure they had the equipment they needed to remain in their own home.