

Rainbow Care Solutions Limited

Rainbow Care Solutions (Merseyside)

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

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.

At the time of the inspection, the location did not provide care or support for anyone with a learning disability or an autistic person. However, we assessed the care provision under Right support, right care, right culture, as it is registered as a specialist service for this population group.

About the service

Rainbow Care Solutions (Merseyside) provides personal care and support to people in their own homes across the St. Helens area. Not everyone who used the service received personal care. 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 there were 41 people being supported with personal care.

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

Right Support:

People, and those who knew them well, were included in planning their care to ensure it met their needs and took account of their wishes.

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.

People received the support they needed to take their medicines and to maintain their health. People were supported to manage their own medicines and to maintain their independence.

Right Care:

Staff understood how to protect people from poor care and abuse. The service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it.

Staff were committed to providing people with good quality, person-centred care. People received kind and compassionate care because staff understood and responded to their individual needs.

The service had enough appropriately skilled staff to meet people's needs and keep them safe. People received care from a small team of staff who they knew.

Right Culture:

Staff placed people's wishes, needs and rights at the heart of everything they did. People received good quality care and support because staff were trained to meet their needs.

People were asked for their views and their feedback was used to further improve the service.

The registered manager had developed a transparent, open and honest culture. Staff felt confident to question and report poor practice.

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 13 September 2021) and there were breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

This inspection was prompted by a review of the information we held about this service. We identified the service may have improved since the last inspection. We carried out a focused inspection to review the key questions of safe and well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rainbow Care Solutions (Merseyside) on our website at www.cqc.org.uk.

Follow up

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

This was an 'inspection using remote technology'. This means we did not visit the office location and instead used technology such as electronic file sharing to gather information, and phone calls to engage with people using the service as part of this performance review and assessment.

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.

Rainbow Care Solutions (Merseyside)

Detailed findings

Background to this inspection

The inspection

We carried out this performance review and assessment under Section 46 of the Health and Social Care Act 2008 (the Act). We checked whether the provider was meeting the legal requirements of the regulations associated with the Act and looked at the quality of the service to provide a rating.

Unlike our standard approach to assessing performance, we did not physically visit the office of the location. This is a new approach we have introduced to reviewing and assessing performance of some care at home providers. Instead of visiting the office location we use technology such as electronic file sharing and video or phone calls to engage with people using the service and staff.

Inspection team

The inspection was carried out by 3 inspectors 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 houses and flats.

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 the Care Quality Commission 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.

Inspection activity started on 30 March 2023 and ended on 12 April 2023.

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. We used the 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 used all this information to plan our inspection.

During the inspection

We spoke with one person who used the service and 4 people's relatives about their experience of the care provided.

We spoke with the registered manager and contacted 7 staff for their feedback.

We looked at a range of records. This included 5 people's care records. We looked at records related to the recruitment and training for 4 staff. We also looked at a variety of records relating to the management of the service and how the registered manager and provider monitored the quality of the service.

This performance review and assessment was carried out without a visit to the location's office. We used technology such as telephone calls to enable us to engage with people using the service and staff, and electronic file sharing to enable us to review documentation.

Is the service safe?

Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Staffing and recruitment

At our last inspection the provider had failed to ensure people were kept safe from the risk of avoidable harm. This was a breach of regulation 12(1) of the Health and Social Care Act 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- At our last inspection we found some staff had deliberately falsified people's call times and we could not be assured people had received the care they needed. The systems for monitoring the safety of the service had not been effective in identifying this issue.
- At this inspection we found the provider had robust systems for monitoring the safety of the service and checking people's care was delivered as they needed. The provider used an electronic care planning App which recorded the time staff started and finished their visits to people's homes and the tasks they had carried out at each visit.
- The provider's quality assurance systems checked calls were at the agreed times and that staff had stayed the agreed length of time. Any discrepancies in the times or duration of calls were identified so the registered manager could investigate. This helped the registered manager to be assured care was being delivered as people needed.
- Senior staff carried out unannounced 'spot checks' on care staff as they worked in people's homes. The spot checks included confirming all tasks had been completed and the times staff arrived at and left the call. Staff told us they would tell a member of the management team if they were concerned another staff member was not completing calls properly.
- Staff carried out thorough risk assessments which identified potential risks and how these were to be managed. Staff had access to people's risk assessments via the electronic care planning App.
- There were enough staff to support people. People received care from a team of regular staff who they knew. One person told us, "I do have the same carers [care staff], if one is on holiday then another regular will come. I know everyone who comes." A relative said, "There are three regular carers [care staff] that come, and they've been great."
- The provider used safe systems when new staff were recruited. All new staff had to provide evidence of their good character and were checked against records held by the Disclosure and Barring Service (DBS). DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Systems and processes to safeguard people from the risk of abuse

- People were safe and protected from abuse. People told us they felt safe. One person told us, "Of course I am safe." A relative said, "I have no worries about [relative's] safety."
- Staff were trained to identify and report abuse. They told us they would report any concerns immediately.
- The registered manager reported any concerns regarding people's safety to relevant authorities such as the local authority safeguarding team. They worked with appropriate agencies to ensure people were safe and protected from abuse.

Using medicines safely

- People received the support they needed to take their medicines. A relative told us, "[Relative] has regular help with their medication."
- People could manage their own medicines if they wished. This maintained their independence and control over their lives. One person said, "They [care staff] make sure I don't forget to take my tablets."
- Staff were trained in the safe handling of medicines. They completed clear records of the support they had given people with taking their medicines.

Preventing and controlling infection

- People were protected against the risk of infection. Staff were trained in infection prevention and control and the correct use of PPE.
- The provider and registered manager had ensured staff had access to appropriate PPE to protect people during the COVID-19 pandemic. They kept up-to-date with changes to government guidance including around staff testing for COVID-19 and use of PPE.

Learning lessons when things go wrong

- The registered manager had systems to ensure lessons were learned from safety incidents. Lessons learned from any incidents were shared with the staff team to ensure people and staff remained safe.

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 our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

At our last inspection the provider had failed to ensure robust governance systems were in place to check the overall quality and safety of the service. This was a breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- The provider and registered manager were clear about their roles and had robust systems to monitor and improve the quality and safety of the service.
- The provider's quality assurance systems included a range of performance indicators and gave the service a score against each. This helped the registered manager identify where areas could be improved. Where areas for improvement had been identified the registered manager had developed an action plan to address these.
- Staff were committed to providing people with good quality care. They said, if they identified any concerns other staff were not providing good care to people, they would report this to the registered manager.
- People told us the service was well-managed and knew how to contact a member of the management team if they needed.

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

- The registered manager had developed a positive culture and staff provided people with person-centred care which met their needs. One person told us, "I am happy with them all and with the service they provide me. The girls [care staff] look after me, cheer me up and are just wonderful."
- People valued the service and said they would recommend it. One relative said, "We are all really happy. The girls [care staff] are very caring. I would recommend this agency to anyone."
- Relatives told us it gave them reassurance knowing their relatives were receiving good care. One said, "They have taken a great weight off my shoulders."
- People said the service management team were approachable and helpful. One relative said, "I have a close relationship with the duty managers, and I can call and text anytime. They are all very approachable."

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 provider and registered manager understood their responsibilities under the duty of candour.
- The registered manager had notified us of significant events, such as incidents reported to the local safeguarding authority, as required. The notifications showed the registered manager had been open and honest and shared information about incidents with relevant people.

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

- The registered manager had systems to ask for people's views about the service provided. These included telephone calls, meetings to review people's care and quality surveys. People were also asked for their views during 'spot checks' on staff working in their homes.
- People told us the management team listened to them and acted on their feedback. A relative said, "They always respond to any suggestions we may have."
- Staff felt well supported by the management team. They said they could speak to a member of the management team and were listened to. One staff member told us, "The managers are easy to go to and very caring." Another staff member said, "I have an 'absolutely belting' boss."
- Staff had meetings with the management team where they could raise any concerns or suggest how the service could be further improved.

Working in partnership with others

- The registered manager and staff worked in partnership with other services to ensure people received the care and support they needed. They identified if a person needed support from health or social care services and reported any concerns to the appropriate organisation. The staff knew the other services which supported people and worked cooperatively with them.