

Teddy Elder Care Limited

Visiting Angels East Dorset

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

Visiting Angels East Dorset is a domiciliary care agency. It provides personal care and support to people living in their own homes. Not everyone who used the service received personal care. At the time of this inspection seven people were receiving the regulated activity of personal care from 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.

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

Recent improvements had been made by the provider which ensured safe recruitment practices were followed. Appropriate checks were completed to ensure only suitable staff were employed. There was an ongoing process of staff recruitment to ensure people were supported safely and effectively. Staff received a thorough induction and were well supported through a programme of regular supervision and training.

Without exception people and their relatives told us they were very happy with the support they received from Visiting Angels East Dorset. People told us they liked their care givers and looked forward to their visits. People were kept informed of any changes and felt involved in their care. Staff knew people well and understood how they preferred their care and support to be delivered.

People had risk assessments completed for them. These were then used to develop person centred care plans which guided staff on how to care for people safely. Care plans were detailed and regularly up dated to ensure people received effective care and support. Staff received the training they needed to support people safely and liaised with health and social care professionals if they needed further guidance regarding people's health.

People were protected from abuse and avoidable harm. People felt safe with staff, who had the appropriate training and skills to provide care safely and effectively.

Medicines were managed and administered safely. People were supported to take their medicines by staff who had received training to administer medicines.

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 personalised care which was responsive to their individual needs. Staff had a good understanding of the care and support people needed and provided this with kindness and care, whilst respecting their privacy and dignity. People received their care from a small, consistent team of care staff who knew people's care and support needs well.

The service involved people and their families in decisions about people's day to day care and support needs. Relatives and people felt listened to and were consulted about how they preferred to receive their care and support.

People felt the service was well led, friendly and professional. Staff felt very well supported in their roles and spoke highly of the supportive and open approach taken by the management team.

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 was registered with us on 21 June 2021 and this is the first inspection.

Why we inspected

This inspection was prompted by a review of the information we held about the service.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Visiting Angels East Dorset

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 team consisted of one inspector.

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 service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the registered manager would be in the office to support the inspection.

Inspection activity started on 11 August 2022 and ended on 16 August 2022. We visited the office location on 11 and 12 August 2022.

What we did before the inspection

We used the information the provider sent us in the 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 this information to plan our inspection.

During the inspection

We spoke with four people who used the service and one relative, about their experience of the care provided. We spoke with six members of staff including the registered manager, two directors and four care staff and received written feedback from another. We requested written feedback from two health and social care professionals, but did not get a response.

We reviewed a range of records. This included three people's support and care plans, daily monitoring charts and medicine administration records. We also looked at a range of records relating to the management and monitoring of the service. These included staffing rotas, three staff recruitment, supervision and training records, spot check observation records and a range of the providers quality assurance records, policies and procedures.

Follow up

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

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 of this newly registered service. This key question has been rated as good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- The provider had recently made improvements to their recruitment practices. This ensured recruitment procedures were safe and that the required checks were carried out on staff before they commenced their employment.
- People told us they received their care from a regular small team of care staff who knew them well. Comments we received included, "I would give them 200 out of 200 that's how good they are", "I've found them excellent... I like them very much", "They sometimes have new staff shadowing, especially new staff. If they are late they always call me to let me know...they always stay for the full hour and never rush, they are always very good" and "I get a schedule to let me know who's coming. I know them all they are all friendly and lovely."
- A relative told us, "They recruit to a good standard and always have cover from the office-based staff if needed. Staff are definitely well trained and deliver all care well."
- Rotas showed suitable times for travelling between visits was given. Staff confirmed there was enough travelling time and that they received their rotas on time. A member of staff told us, "There is enough time for visits and travel time is enough. We never have to rush a client, that's why I work for them, they are the best."

Systems and processes to safeguard people from the risk of abuse

- People and relatives told us they felt safe with staff. One person told us, "Oh yes, absolutely I feel very safe. I think they are wonderful they couldn't be any better." Another person said, "Very safe, yes I'm good thank you, all is well with the agency."
- Staff were clear about their role in protecting people from abuse and had received training in safeguarding. Staff spoke knowledgeably about reporting potential abuse. A member of staff told us, "Yes the training was very thorough, it is always good to have reminder training." Another member of staff told us, "Yes we do lots of training around safeguarding, I know how to report any concerns."
- Safeguarding incidents had been reported appropriately to the local authority and CQC.

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

- Risks to people were assessed and recorded in people's care records. These covered areas such as, falls and mobility, dehydration, malnutrition, administration of medicines and skin integrity. Risk assessments provided personalised detail for people to ensure staff could support people safely.
- Risks in people's home environments, such as utility concerns, accessibility and pets were assessed.
- Staff had received training in how to use specialist equipment safely and before they needed to support people independently.

- There was a system in place for recording and reviewing accidents and incidents. This meant any emerging themes or trends could be identified and lessons learned. Learning around accidents and incidents was shared through team meetings and supervision.
- We reviewed a selection of completed accident and incident forms. These were detailed, audited monthly and made use of body maps to ensure any accidents and incidents to people were recorded.

Using medicines safely

- People were supported to take their medicines as prescribed and in ways they preferred.
- People had their medicines administered by staff who had completed safe management of medicines training and had their competencies checked regularly.
- Medicines administration records were completed by staff and returned to the office each month to enable a full audit to be completed on them. This ensured staff were correctly completing them.
- Where people were administered topical creams, body maps and instructions were in place and provided clear guidance for staff.
- One relative told us, "They help [person] with their medicines, they are good with all of that and they notify me if we need to order further medicines."

Preventing and controlling infection

- Staff were trained in infection control and spoke knowledgeably regarding infection control processes and understood how to protect people from the risk of infection.
- Staff had access to and wore personal protective equipment (PPE) such as masks, disposable gloves and aprons. They had received training in this area. A member of staff told us, "We absolutely have enough PPE. We have been fully trained to use it and always have enough PPE supplied."

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.

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

- People's care needs were assessed before the service started to provide them with care and support. Assessments and care plans were completed in consultation with people and their families. These assessments then formed the basis of people's care plans which were detailed, personalised and gave staff guidance on how people preferred their care and support to be delivered.
- Care plans were regularly reviewed and updated with the person, their family and professionals when appropriate. This meant care staff had up to date information about each person they supported.

Staff support: induction, training, skills and experience

- Staff received a full induction and training programme which covered all core areas such as, safeguarding, moving and assisting, medicine management and infection prevention and control. The training sessions gave staff the necessary skills they needed to be confident in their role.
- Staff were supported through observations and supervision to carry out their roles safely and effectively. New staff completed an induction and were supported to attain the Care Certificate if they did not have previous experience of working in a care setting. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It is made up of the 15 minimum standards that should form part of a robust induction programme. Staff told us they had found all their training, "Useful, helpful and delivered well, at a pace that was appropriate for them."
- A member of staff said, "My induction was three days, there was a lot to learn. It's all starting to make sense now because I am doing the job. I felt confident to go and support people after the training and they are always at the end of the phone. The training was good, well delivered and the Care Certificate all makes sense. The app (mobile application) is brilliant. I find it so useful. I can look at all the information, it's really good up to date and accurate."
- Staff told us they felt well supported by their management team. Staff received regular supervision, observations and team meetings. These sessions enabled staff to raise any concerns, personal development opportunities and to discuss further ideas on how best to meet people's needs. A member of staff told us, "They gave me an additional couple of days shadowing which helped my confidence. They listened and supported me."
- People told us the staff were well trained, knew them well and supported them in ways they preferred. Staff spent time shadowing existing staff in order to get to know people before they started to care and support them independently.

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

- People were supported by staff who understood their food and drink preferences. One person told us, "They help me with my meals. They are always on time and they make me a lovely cup of coffee, it's wonderful." A relative told us, "The fundamental support we needed was around meals as [person] gets distracted and doesn't eat and becomes malnourished. They prepare the meal and encourage and support [person] to eat, to maintain their independence and health, they do that well. I've never found left over meals like I used to with the previous agency."
- People's dietary needs were known and met, including if they had allergies to certain foods or needed individual support with eating their meals.
- All staff had received training in food safety and hygiene. A member of staff said, "I do [person's] dinner every day. I prepare their meals and make sure the next day's meals are ready. [Person] loves their omelettes, [another person] enjoys their mashed potato and is very particular with their food, they always eat the lot."

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

- People's care plans set out the support they needed from staff to maintain their health. Staff spoke knowledgeably about people's health needs and acted quickly if people's health conditions deteriorated.
- One person told us, "They make me feel so good, nothing is ever too much trouble. They help me wash and they are very gentle... They all know what they're doing and do everything so well. They are wonderful."
- The service worked collaboratively with other agencies, such as GP's, occupational therapists and social workers, this ensured people received effective care which improved people's quality of life.

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.

- Staff had received training in relation to the MCA. People's consent to their care was recorded clearly in their care records.
- Staff understood the principles of the MCA, how to implement this and ensured people had the right to make their own decisions about their care unless they lacked the mental capacity to do so.

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

- People and relatives described staff as, "Wonderful, very good, excellent, very helpful, well trained, very diligent, prompt, kind, gentle and knowledgeable." One relative told us, "They support [person] and promote [person's] independence at the same time, which is exactly what [person] needs." And "Their communication is good; I get a monthly report which is good. They are good at keeping me informed and involved. They let me know straight away if there are any problems or concerns which is important."
- People and relatives told us they were kept well informed and felt fully involved in their care and support. One person told us, "They are all lovely, they do things how I like. They are very helpful and kind and do anything I ask...they keep me informed." Another person said, "I have [staff member] they are very good, we share a lot of common interests and have a good chat over a cup of coffee. [Staff member] is learning how I like things done which is important...they are always on time and respectful of my privacy. We also have a good laugh."
- Staff received equality and diversity training when they commenced employment with Visiting Angels East Dorset. People received person centred care that respected their individual needs.
- Staff supported people in a friendly, calm and respectful way. People told us they felt respected and their views were listened to.
- Staff had developed positive relationships with people and demonstrated they knew people well, how they preferred their care and support to be delivered and what interactions worked best for each person.
- People, relatives, staff and health professionals were all involved in decisions regarding ongoing care and support.

Respecting and promoting people's privacy, dignity and independence

- Staff understood the importance of respecting people's privacy and dignity in all their interactions. People and relatives told us staff spoke with them respectfully and ensured their privacy and dignity was respected.
- A relative told us, "They absolutely respect [person's] dignity and privacy. It was so important to [person] for them to stay in their own home. This is most important, and the care staff treat her home like they are a guest in her house. They are very respectful and supportive of [person] which is exactly the support we needed." And "It's so important to us that [person] retains their liberty and the care staff ensure [persons] independence and health and support needs are met so [person] can stay safely in their house which is so important to [person]."
- One member of staff told us, "I ring the bell before I turn the key so [person] has a few moments and knows I'm coming in. I also bang on the door to let them know I'm arriving. I take my time clocking in and explain what I'm doing." Another member of staff said, "Dignity is very important. I ask for consent before

anything is done, even when we know the clients well we always ask first and explain what we are doing. I have step by step instructions for each client, it's very good. I have enough time for every client. I make notes so I can chat with them about things that are important to them. It's all about making sure they are treated as individuals."

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 good. This meant people's needs were met through good organisation and delivery.

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

- People received person-centred care. People told us they looked forward to their visits and enjoyed seeing the care staff. People's needs, abilities, background and preferences were documented, known and supported by staff. Care plans were personalised, regularly reviewed and detailed clearly how the person wanted their care and support provided.
- Staff spoke knowledgeably about people's personal histories and told us how they enjoyed chatting to people about their hobbies and topics which interested them.
- People told us they felt well cared for. One person told us, "I always look forward to seeing them, they never rush me, and they do what they have to. They make sure the TV is on and I'm comfortable. I'm more than happy with them."
- People and relatives received weekly rotas which were accurate and clear to understand. One relative told us, "I get e mails and the rotas are accurate and staff are very punctual. They have ID cards and are generally very diligent with their visits and notice when things need doing, they are very prompt."
- People were encouraged and supported to maintain contact with those important to them including family and friends.
- Without exception, people and relatives described having a small team of consistent staff who knew how they preferred their care and support to be delivered and arrived when expected.
- Staff had time within the visits to chat to people to find out how they were feeling.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- Assessments and care plans explained people's communication needs and how staff were to support them with these.
- People were supported to communicate in ways that were meaningful to them. Staff took the time to understand people and checked this understanding back with people.

Improving care quality in response to complaints or concerns

- People and relatives knew how to make a complaint if they needed to. The service had a clear complaints policy and procedure in place.

- The provider's complaints policy was included in the welcome pack people received. The service completed monthly audits of complaints received. We reviewed a selection of complaints which had been actioned in accordance with the provider's policy and resolved to people's satisfaction.
- People and relatives were confident that if they had any concerns they knew who to raise them with and any action needed would be completed. One person told us, "I know how to complain but I haven't had to. I know who the manager is, and I would phone them if I needed to."

End of life care and support

- During the inspection the service was not supporting anyone who was anticipated to be close to the end of their life. The registered manager told us staff had supported people with end of life care previously and was an area they felt passionate about and would be developing in the future..
- There was a process in place for people who wished to have an advanced care plan completed. Advanced care plans included people's faith and beliefs, their special preferences and how they preferred to be cared for at this time of their life.

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

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

- People and relatives expressed confidence the service was well led. Comments included; "Yes I feel they are well led, they do everything I want them to do", "It is well managed and well led, well run they are very good at keeping me informed, we are very happy with the service," and, "I do think it's well led. I'm very impressed I changed from a previous company as they were not so good, this company is much better."
- Staff and people told us communication was good and were confident in the quality of care, support and guidance they were able to offer people. The service gave a strong focus on person centred, flexible, individualised care.
- Staff were fully informed of any changes to people's health or care needs in a timely way and the systems and processes employed by the service supported the staff to deliver person centred care.
- The registered manager and management team had a commitment to learning and making improvements to the service people received. Regular spot checks and observations were conducted on staff to ensure they were following their training and meeting people's needs. A member of staff told us, "I've had supervisions they are definitely useful; they have been supportive. We went for a coffee [registered manager] is great. It's nice to get together and see each other and meet up."
- The service was monitored through a range of audits. These provided the registered manager with clear oversight of the service and ensured effective governance of all areas of service delivery.

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

- There was a friendly, open, positive and supportive culture amongst the management team and the care staff.
- A relative told us, "They pay particular attention to detail, previous agencies just covered a checklist and rushed, they help out well and ensure everything is as it should be.... They have a good combination of patience, support and encouragement which is what [person] needs."
- Staff told us they felt well supported in their roles, felt proud to work for Visiting Angels East Dorset, felt valued and were confident in approaching the management team at any time for support or guidance. They commented they all worked very well as a team for the benefit of the people.
- A member of staff told us, "[The management team collectively] provide the team with structures and routines rotas, an endless amount of support, and truly have the best interests of both the clients and carers at heart... No question is ever too small, someone is always on the other end of the phone, and the continued support to me while I am out in the community is invaluable."

- Another member of staff said, "I feel fully supported. I'm more supported here than any where else I have worked. We are always encouraged to contact the management team at any time."

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 was aware of their responsibilities under the duty of candour and promoted an open and honest culture. The duty of candour is a legal obligation to act in an open and transparent way in relation to care and treatment.
- Providers are required to notify CQC of significant incidents and events. The registered manager understood the requirement to notify CQC of significant incidents and events and appropriate notifications had been submitted as required.

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

- The service regularly asked people, relatives and staff for their views, this was done by a variety of surveys and telephone calls. We reviewed a selection of these which had all been positively completed, comments included; "They're part of the family now, very happy", "I'm very satisfied" and "Happy with the service provided."
- Staff completed an, "about me" form which was then shared with people so they could read about the care staff, see a photo of them and get to know them before their first visit. This also enabled staff to be matched well with new clients to enable people and staff to share any shared interests and hobbies, which would lead to meaningful discussions.
- A monthly newsletter was shared with people, relatives and staff which helped ensure everyone was up to date with current events and news. A staff suggestion box was available in the office to enable staff to share their views.
- Completed staff surveys stated, "In my whole adult life I have never felt so valued and appreciated" and "The management team have been very supportive."
- The service won the Visiting Angels Newcomer of the year award 2021.
- The provider ran a variety of awards and incentives for staff to recognise their achievements and show their appreciation. These included cash awards for recruiting new staff , carer of the month awards as well as providing outings and evenings out for staff to thank them.
- Staff described how they respected and promoted people's rights, choices and differences. Staff demonstrated an understanding of equality issues and valued people as individuals ensuring they received individualised, person-centred care.
- Staff attended regular staff meetings. These ensured information was shared and minutes were made available for all staff. Staff told us they fully understood what their roles and responsibilities were.
- The service had only had minimal contact with health and social care professionals; however they had established good working relationships with those they had contact with. This enabled the service to ensure the best possible outcomes for the people they supported.