

Teapot Home Care Ltd.

Teapot Home Care

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

This inspection was carried out on 28 June and 4 July 2017 and was announced. This was the service's first inspection since registering with the Care Quality Commission in March 2015.

Teapot Home Care Ltd provides personal care and support for people living in their own homes. At the time of the inspection 20 people were being supported by the service.

The service had a manager who was registered with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

All the feedback received from people and their relatives was without exception positive saying that the registered manager and all the staff went over and above in all aspects of their care. Each person said they felt secure and happy with the excellent care they received.

The staff demonstrated a good knowledge of people's care needs, people important for them and significant events in their lives. Staff were also knowledgeable about people's daily routines and preferences. Staff understood safeguarding procedures and explained how they would protect people if they had any concerns.

There was a strong emphasis on providing care which focused on the individual. People were supported to plan their support and they received a service that was based on their personal needs and wishes. The service was flexible and responded positively to changes in people's needs.

People felt consulted and listened to about how their care was delivered.

People told us the service was well-led and that the culture of the service was about ensuring a high standard of care for each person. Care staff told us they enjoyed working for the service, they received good training and felt very well supported.

The registered manager led their team by example, showing strong, inclusive leadership that focused on enhancing the service and creating positive outcomes for people. There were systems in place to monitor the quality of the service.

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.

People told us they felt safe.

People were supported by staff who understood the safeguarding procedures and knew how to report concerns.

Risks to people's well-being were assessed, managed and regularly reviewed.

People were supported by a staff team who had been safely recruited.

People's medicines were managed safely by staff who had been trained.

Is the service effective?

Good ●

The service was effective.

People were supported by staff who were trained and supported.

People's consent was obtained before care was provided.

People were supported to eat and drink sufficient amounts to maintain their health.

People were supported to access health professionals when required.

Is the service caring?

Good ●

The service was caring.

People were treated with warmth, kindness and respect.

People were involved in planning and reviewing their care.

People described staff as kind and compassionate and they promoted a happy, relaxed atmosphere. Staff were passionate

about their work.

Staff had a good understanding of people's needs and wishes and had time to support people in the way they wished.

People's dignity, confidentiality and privacy was promoted.

Is the service responsive?

Good ●

The service was responsive.

People and their relatives were confident to raise any concerns and that they would be dealt with appropriately.

The registered manager encouraged staff to go the extra mile to meet people's needs in a professional and caring manner.

Is the service well-led?

Good ●

The service was well led.

The registered manager promoted an open, positive, caring culture shared by staff members and the people they supported.

The service had a registered manager who provided effective leadership which focussed on improving the quality of the service provided for people.

Teapot Home Care

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection of Teapot Home Care took place on 28 June and 4 July 2017 by one inspector and was announced. The registered manager was given 48 hours' notice of the inspection. We gave the provider 48 hours' notice to ensure that they would be available to support us with our inspection.

Before the inspection we reviewed the information we held about the service. We also spoke with health professionals who had experience of dealing with people at the service to obtain feedback.

During the inspection we spoke with two people who used the service, three relatives, four staff members, the registered manager and provider. We also visited two people in their homes to obtain their views on the quality of the care they were receiving. We viewed information relating to three people's care and support and four staff files. We also reviewed records relating to the management of the service.

Is the service safe?

Our findings

People who used the service told us they thought the service they received from staff was excellent and they felt safe and secure. People's comments included, "I definitely feel safe I only wish I had started with them earlier they are so good." Another person said, "I feel very safe and relaxed with them, they [staff] are all so good." A relative commented, "I can't speak highly enough of them [staff] my relative is safe and manages because they are there."

The manager and staff had good understanding and knowledge of how to safeguard people against the risk of abuse. They had received training which they said was informative and helpful. Staff gave good examples of what might constitute abuse and spoke of how they would manage any situation if it arose. All staff knew, and had no hesitation, in reporting any concerns and told us they were confident that any concern would be dealt with quickly.

People had care plans which included assessments of risk and how to mitigate them. Prior to any service being delivered to people the registered manager undertook a full assessment of the person's needs together with an assessment of risks posed by the support they required or the environment they lived in. We saw that some assessments were more detailed than others and the registered manager was in the process of creating a better format to record the assessments. However; all staff we spoke with were knowledgeable about the support people required and the actions to be taken to mitigate risks. For example one staff member explained how they supported someone who struggled with pain when being moved. They were able to explain how they managed this person's needs safely.

There was a safe staff recruitment process in place which included carrying out all relevant checks to ensure staff's suitability before they began work. We looked at three staff files and talked with four staff. The registered manager was aware of the need to formalise some of their information to evidence more effectively the checks undertaken. Staff told us they had a formal interview and not started work until all checks had been completed. One staff said, "I had an interview and started my induction once my checks were all through."

People told us they knew which staff member would be supporting them each day. One person said, "They are very efficient. I get a weekly rota so I can see who is going to come." Staff told us that rotas were arranged to include fifteen minutes travel time between each visit, even if the visits were very close by so they never had to rush people. The registered manager told us that there were no missed visits since the service registered because staff worked as a team and helped each other. A staff member said, "If someone has a fall or if we need to stay because they need us we let the [registered] manager know. If we are going to be very late the manager will get someone else to cover to make sure each person is okay."

People, told us that there were enough staff available to meet their needs. Everyone told us staff were reliable and never missed any calls. They all confirmed they had a regular group of staff visiting. People told us that if staff were late it was usually because they stayed to help someone else and they always got a phone call to let them know or another care staff visited if it was necessary. One person said, "I never have to

worry as they are so caring and reliable."

People told us they were assisted or prompted with their medicines. All staff said they had medicines training prior to supporting people. People and their relatives were happy with how staff supported them. One relative said, "The care is way beyond what it needs to be, it's so good, my relatives medicines are always on time."

Is the service effective?

Our findings

People were really positive about the care and support they received from staff at Teapot Home Care. One person said, "They [staff] have been wonderful, excellent staff they don't impose they always ask what I would like." Another person said, "They are both kind and very professional."

A relative said, "Each staff member I have met have been excellent, really helpful and they know what they are doing."

People were supported by staff who were trained and supervised. Staff confirmed they had induction training and then shadowed more experienced staff members until they were confident working unsupervised. One staff said, "The [registered] manager is really good at allowing us to shadow an experienced staff member or herself until we feel comfortable and confident with supporting a person." The manager told us that care staff spent the first day of their induction in the office so that they had an understanding of how the service was operating, the aims and objectives. They also learned what was expected of them and the ethos of the service.

All staff new to care completed the care certificate. The care certificate is an identified set of standards that health and social care workers adhere to in their daily working life.

One staff member said, "The care certificate was really helpful and the scenarios and discussions brought it all to life." Staff also completed yearly training updates.

Staff members told us they felt really well supported by the registered manager. They told us that they had regular team meetings, individual supervisions and that the registered manager regularly dropped by whilst they were on a visit to carry out 'spot checks' where staff's work practice was observed in people's homes. One staff said, "We get fabulous support from the [registered] manager and the whole team is really supportive. You can ask anything and we all help each other. Even though you work often on your own you feel there is a safety net of the [registered] manager and team all the time."

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 Act 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. At the time of our inspection we found that the provider was working within the principles of the MCA where necessary and appropriate to the needs of the people they supported. One person said, "They do ask if I want help but then we work together; they never assume." Staff told us they obtained people's consent before they offered any support. One staff member said, "I always check with people if they want me to help them."

Staff supported and encouraged people to eat a healthy balanced diet when it was required.

One person said, "Before I was ill I always had a main meal in the evening but then I had to get meals on wheels. Now the carers [staff] prepare me a light lunch and make my main meal at night and it's good."

Everyone we spoke with said that staff supported them to maintain good health and health professionals were contacted on people's behalf if needed. Everyone said the registered manager and staff went above and beyond what was expected of them if there was a need or they noticed someone was not well. For example, one person said, "When they cared for my [relative] who was dying they cared for me too. The night they died the [registered] manager stayed until midnight calling the doctor and funeral director and then sent me to bed to rest whilst they tidied up. They were and are so considerate they go over and above."

Is the service caring?

Our findings

People we talked with consistently referred to the registered manager and staff as exceptionally kind and caring, saying they were treated with real kindness and compassion. People told us they valued their relationships with the staff who supported them and the support provided often exceeded what they had requested. A person said, "They are always willing to do extra saying 'I have another five minutes what can I do for you.'" Another person said, "They are not just doing a job, they care. They do things over the top for example the [registered] manager had an extra half hour so took me to the woods to see the bluebells which was wonderful."

A relative said, "I cannot praise them enough for their care and concern for my relative who always says how special the carers [staff] are." Another relative wrote, "Words cannot express the gratitude we all owe you at Teapot for what you done for [my relative]." A staff member said, "The thing I am most proud of is the care and the spirit of the care we give to people."

People's dignity was respected and their privacy maintained and staff were respectful of people's home environment. People told us the support they received from staff improved their well-being. One person said, "I was worried about having people in my home and having to support me with washing. But they made it so easy and I didn't feel embarrassed." A relative wrote, "You gave [my relative] back their dignity when they could have lost it at the hospital. You made [my relative] feel clean and beautiful again for their last days."

People said they were involved in planning their care and support and staff were aware of their preferences when they supported them. One person said, "[The registered manager] came to talk to me about care and when I needed most help such as in the morning. We talked together and created a plan."

Staff were proud to work for Teapot Home Care and told us that this was because everyone who worked for the service had a caring attitude. One staff member said, "It's all about the care and going beyond for each person. The [registered] manager is like that and each of the staff are too." Another staff member said, "One person I was supporting was dying and then passed away on my shift. The [registered] manager came and took over as I was upset and stayed to sort everything out for the person and the family. It's all about real care it's a breath of fresh air working here."

The support that people received was meaningful and helped ensure that people felt cared for. One person said, "We have worked out that for the last 10 minutes they can take me to church each Sunday as I couldn't get there on my own." Staff respected people's individuality and encouraged them to maintain their independence to live the lives they wanted. One of the staff members showed us a list of local places of interest they drew up for people so they could go out more and feel part of the community. This was varied and had been thought through to show people a variety of places of interest they may wished to visit.

Records were stored securely and staff understood the importance of respecting people's confidential information. They only disclosed information to health and social care professionals on a need to know

basis.

Is the service responsive?

Our findings

People benefited from a service that put them at the heart of how it was run. One person said "They are really good and they have increased their support as my needs have increased so I am reassured." Relatives told us that they found the service provided to be responsive to their relative's needs. One relative said, "I cannot speak highly enough of them [staff], they are my life line in the way they care and respond to my relative."

The manager explained how care plans were created with the person using the service, and their relatives if appropriate. We looked at three people's care plans and saw that these were developed to identify people's individual needs and provide guidance for staff to be able to provide the support necessary to meet people's needs. For example, one care plan stated step by step a person's preferred morning routine and how they liked to be supported. The care plan gave detail about how to give time for each action and to make sure the person had everything they needed before staff left. One person said, "They do everything at my pace." They told us how they struggled to get going in the morning and explained if when staff arrived they found them still tired they got on with other things and waited until they were ready. Another person said, "Staff are always on time and if anything they stay longer if I need anything."

People told us that their care and support needs were reviewed on a regular basis and if needed changes were made. This was to ensure that people received the appropriate care and support according to their individual needs. One person said, "[the registered manager] visits regularly and sees how I am getting on. When things changed they were flexible and changed too."

One person said, "I have the same little group of staff its good they know how I like things done." People said they were always introduced to new care staff. Staff told us the manager introduced them to the people who they were to support. This meant that staff members were advised about people's individual care and support needs and that each person who used the service met staff before they provided care. One staff member said, "[the registered manager] always introduces us to people and we get all the information we need to support that person. We also look at the care plan which tells us all." We saw staff also kept a daily log of their visits to help maintain people's continuity of care.

People told us they could contact the agency out of office hours if they needed. The manager said, "If we know someone is poorly or may need extra care we check and make sure everything is in place for them and their relatives."

People were aware of how to make a complaint if they needed to. People and their relatives said they would contact the registered manager and were sure they would listen and act on any concerns. One person said, "If I have ever had any niggles or if I thought something should be different I felt free to say to the manager and things were changed." Whilst we saw numerous compliments received by the service, there were no complaints. The manager said they tried to pre-empt any concerns before they became complaints.

Is the service well-led?

Our findings

People we spoke with could not praise the registered manager and staff enough for the way the service operated. One person said, "I am so glad to give them the recognition they deserve. The [registered] manager treats staff and people with the same respect, care and support." Another person said, "The [registered] manager is wonderful, very lovely and very caring. They really deserve good feedback."

Staff commented, "The [registered] manager is very kind and supportive. She is really straight so you know where you stand and what she expects which is great. It is really well managed everything is kept up to date. I have no worries and the communication is brilliant." Another staff member said, "It's really well run everything is for the people. There is no rush with the care there is always time."

All the staff we spoke with were enthusiastic about their roles and understood the service's vision and values, which was to ensure that people were at the centre of the service and they received quality care. Staff said they had regular supervisions, appraisals and regular staff meetings where they were able to meet as a team to discuss various matters relating to their role including specific care issues and training matters. The registered manager also organised social events for staff in recognition of their appreciation for their commitment to their work and enable staff to spend more time together.

The registered manager was also the provider and was clearly passionate about the care they provided. They were clear about their vision regarding the purpose of Teapot Home Care, how it operated and the level of care provided. The strap line on all their paperwork was 'caring for you in the home you love'.

The registered manager told us that they often carried out hands on care. They also visited each person frequently in their own home to ensure their continued satisfaction with the service provided. They told us that they were formalising the records of these visits so that it could contribute to the on-going quality monitoring of the service.

There were systems in place to monitor the quality of the service. There were regular reviews of people's care plans, reviews of staff training and spot checks. There was constant informal feedback sought from people using the service and their relatives. The registered manager was in the process of completing a survey at the time of our inspection to give people an opportunity to give 'formal' feedback.

The registered manager and staff created an open, positive, caring culture with a shared vision of care and support tailored to each person and their relatives. People were treated with respect and dignity and had relaxed and positive relationships with care staff.