

You First Support Services CIC

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Inspection report

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30 October 2020

02 November 2020

03 November 2020

04 November 2020

05 November 2020

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24 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

You First Support Services CIC is a domiciliary care agency which provides personal care in people's own homes. We call this type of service a 'supported living' service. In a supported living service, people's accommodation is provided by separate housing providers or landlords, usually on a rental or lease arrangement. Occasionally, people own their own homes. This means people can choose an alternative support service provider if they wish.

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.

The service provided support to adults with learning disability, autistic spectrum disorder, sensory impairment and physical disability. Personal care was provided to people as they required it. The service also provided other forms of social care support that are not included within CQC's registration requirements for a supported living service. For example, in addition to personal care, staff helped people with their housekeeping, shopping, attending appointments and other independent living skills. At the time of the inspection the service provided personal care and support to three people living in their own homes.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service receive planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

People were supported by staff who understood their needs and were committed to supporting them with dignity and respect. This was informed by staff's knowledge about the individual people supported. Staff were confident new staff were afforded the opportunities to work safely and effectively. They told us there were strong support systems in place.

People were supported by staff who were committed to reducing the risk of infection including COVID-19. Some people could not accept the use of masks by staff in line with Department of Health and Social Care guidance to reduce the risk of transmission. We were reassured that plans were in place to reduce people's anxieties about the use of masks.

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

Rating at last inspection

The last rating for this service was Good. (report published March 2020).

Why we inspected

This targeted inspection was prompted to seek assurances about the safety and care of people after concerns were raised about the safety of the staff induction and infection prevention and control measures.

CQC have introduced targeted inspections to follow up on specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at continued risk of harm from these concerns. CQC will review of the findings of this investigation separately.

Please see the Safe section of this report.

Follow up: We will return to visit as per our re-inspection programme. 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for You First Support Services CIC on our website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

You First Support Services

CIC

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on specific concerns we had received related to how staff were recruited and inducted and the infection control and prevention measures in place.

Inspection team

One inspector carried out the inspection.

Service and service type

This service provides care and support to people living in 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support. The service had a manager registered with the CQC. A registered manager 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

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

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 who work with the service. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We looked at notifications received from the service. A notification is the means by which providers tell us important information that affects the running of the service and the care people receive. We used all of this

information to plan our inspection.

During the inspection

We spoke with seven members of staff and a social care professional who worked with the service by telephone prior to visiting the office on 5 November 2020. We also had email feedback from two further staff. We reviewed documents relating to infection control and the risks associated with COVID-19, recruitment and induction

After the inspection

We received information from the provider on 09 November providing reassurances about changes they had made.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as Good.

We have not changed the rating of this key question, as we have only looked at the part of the key question related to concerns raised.

We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection.

- There were appropriate measures in place within the office to prevent visitors from catching and spreading infections. Office based staff were working from home in line with current government guidance.
- We were assured that the provider was meeting shielding and social distancing rules within the understanding of people they supported.
- People who received support did not always accept the use of masks. Whilst we heard examples from the registered manager about ways that people using the service were encouraged to accept the use of masks this was not reflected in discussions with staff. The registered manager told us they would revisit this with staff and people to ensure everyone who could not be supported in line with government guidance would have a plan designed to help them acclimatise to PPE. This is important because masks are present in many situations including healthcare and this work by people's dedicated and skilled support staff will help reduce people's anxiety.
- We were assured that the provider was accessing testing for people using the service and staff in line with current availability and guidance for care at home services.
- People were supported by staff who promoted safety through appropriate hygiene practices both within and outside of people's homes.
- Regular checks were being made on key signs of infection, staff were reminded of the importance of these checks for themselves during our inspection.
- The provider's infection prevention and control policy did not clearly reflect DHSC guidance regarding the use of PPE to be worn by staff to reduce the risk of infection transmission. We were reassured that this would be addressed immediately to reinforce the guidance as standard practice.

Staffing and recruitment

- People's needs were met by appropriately trained and supported staff. People were supported on a one to one basis. New staff did not work independently until they had completed an individualised induction relevant to the person they supported. This induction was provided through developmental discussion with the registered manager and staff who knew the person well and shadow shifts. Staff who had recently gone through induction told us they had been very well supported. They told us they had contact numbers they could use if they had any queries and that they were able to ask for as many shadow shifts as they wanted. Experienced staff described their commitment to the induction process being successful for the people they supported. The registered manager completed an individualised induction checklist to ensure all important areas were covered for each staff member for each person they supported.

- People who could feedback with words about new staff were asked to do so. Where people did not use words as their main means of communication their views were heard and observed by staff who knew them well.
- Some face to face training had been postponed due to the pandemic.
- Safe recruitment procedures were in place, which included seeking references and checks through the Disclosure and Barring Service (DBS) before employing new staff.