

Cumberland Council

Cumberland Care Reablement and Domiciliary Service - North

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

About the service

Cumberland Care Reablement and Domiciliary Service – North is a domiciliary care agency providing personal care and a reablement service to people living in their own homes. The reablement service provides intensive support for up to six weeks to enable people to become more independent in their own homes after a time in hospital or a spell of illness. The agency can only provide care purchased through the local authority.

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

People were supported with their medication and staff were trained in this. Medication audits were in place and were effective at identifying issues. The provider had processes in place to respond to and promote learning from these.

People were involved in developing person-centred care plans which reflected their preferences. Risks to people and staff had been assessed with appropriate measures in place to help protect people. The registered manager had processes to monitor the safety of people and staff.

People's feedback of the service was positive. People told us they were treated with dignity. They also told us they felt very safe. They told us the registered manager was approachable and supportive.

Staff were trained and well supported in their roles by the registered manager. Best practice and good care was encouraged with systems in place to share this with the team. Recruitment processes were robust.

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.

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 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.

Right Support: Model of Care and setting that maximises people's choice, control and independence

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.

Right Care: Care is person-centred and promotes people's dignity, privacy and human rights

Right Culture: The ethos, values, attitudes and behaviours of leaders and care staff ensure people using services lead confident, inclusive and empowered lives.

For more details, please see the full report which is on the CQC website at

Rating at last inspection

The last rating for the service under the previous provider was good, published on 9 November 2018.

Why we inspected

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

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Cumberland Care Reablement and Domiciliary Service – North 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.

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.

Cumberland Care Reablement and Domiciliary Service - North

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 1 inspector 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

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 provider or registered manager would be in the office to support the inspection.

Inspection activity started on 4 July 2023 and ended on 18 July 2023. We visited the location's office on 5 July 2023 and 14 July 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 and professionals who work with the service. 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 4 people who used the service and 3 relatives to gather feedback on the care and safety of the service.

We spoke to staff, including the registered manager and service manager.

We reviewed a range of records. This included 3 people's care records, multiple medication records and maintenance and safety certificates. We looked at a variety of records relating to the management of the service, including 3 staff recruitment records and quality assurance procedures.

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 good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Safeguarding policies and procedures were in place to protect people from harm.
- The registered manager was aware of their responsibilities and knew how to manage and report concerns correctly. We saw evidence of robust safeguarding during the inspection.
- Safeguarding training was in place for all staff which included refresher training, when needed. Staff said they felt supported by the management team and were able to contact them at any time. Staff were clear on how to report a concern.
- People told us they felt safe. One person told us, "Absolutely yes, I feel safe."

Assessing risk, safety monitoring and management

- Risks were assessed, and actions were put in place to keep people safe.
- Staff and people were confident in reporting concerns to the management team. They had confidence in the registered manager to manage these appropriately and implement change to improve the service and keep people safe.
- Family members felt risks were managed safely. One family member told us, "If they have any concerns about [person] they let me know."

Staffing and recruitment

- There were enough staff to meet the needs of the people.
- Staff were recruited safely and were appropriately trained.
- Management completed audits. Spot checks had been developed to monitor staff practices.
- People told us they were cared for by a consistent team of staff. One family member told us, "There is continuity of care, it is fantastic. Everyone is really nice. She has 2 carers 4 times a day. There is a rotation of about 6 or 12 people and we see all the same faces."
- People told us the staff turned up on time. One person told us, "If they are going to be delayed or if there is an emergency before they will phone the office, who then contact me to let me know." Another person told us, "They stay the length of time needed."

Using medicines safely

- Medicines were managed safely. People received their medicines as prescribed.
- People's medicines were administered by staff who had training in medicines management.
- People felt their medication was administered safely. One person told us, "No concerns. They come in a blister pack and do her chart and sign it."

Preventing and controlling infection

- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider's infection prevention and control policy was up to date.
- People told us PPE use across the service was good. One person told us, "they are really good they always have all of that on."

Learning lessons when things go wrong

- The provider had a process in place for reporting accidents and incidents.
- The provider reviewed lessons learnt when things went wrong and took action to reduce the risk of reoccurrence.
- Lessons learnt from incidents were cascaded to the team through face-to-face meetings and electronic communications.

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 good. The rating for this key question has remained 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

- There was a positive, inclusive, and empowering culture in the service.
- We reviewed examples of the provider supporting people to achieve excellent outcomes.
- People made positive comments about the culture. One family member told us, "They respect her dignity in every way."
- People were involved in creating and reviewing their care plans and the provider met with people on a regular basis. One person told us, "We have discussed it and they implement what I said."

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 had a duty of candour policy in place and understood their legal responsibility to be open, honest and transparent if something went wrong.
- We reviewed examples of documentation relating to duty of candour during the inspection.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager understood their regulatory responsibilities and notified CQC of significant events.
- They had the skills, knowledge and experience to perform their role and a clear understanding of people's needs and oversight of the services they managed.
- The provider had audits and checks in place to monitor the quality and safety of the service.
- People and their families spoke positively about the management. One family member told us, "Very well managed. They are really caring and special people."

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

- The provider had a system in place to gain people's views about the service. Questionnaires were used to receive feedback regarding the way the organisation performs.
- Staff meetings were taking place and a record was kept for those who could not attend.

Continuous learning and improving care; Working in partnership with others

- The management team were committed to continuous and sustained quality improvement. There was a

clear strategic plan in place.

- We reviewed evidence of initiatives to provide excellent support staff working in the service.
- The service had established effective working relationships with other agencies. Relevant professionals were involved in people's care, and this was reflected in their care plans. The provider gave examples where they had worked through problems as part of multi-disciplinary teams to achieve good outcomes.
- People felt the service worked well in partnership with other services. One person told us, "At night time once I was not well they called the doctor and I was sent to hospital." A family member told us, "When [relative] came out of hospital [staff member] got everything sorted out. [Staff member] did all the referrals, incontinence, memory matters, and all equipment that was needed. They are really, really good."