

Pinnacle Cares For You Limited

# Pinnacle Cares For You Limited

## 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

Pinnacle Cares For You is a domiciliary care agency providing personal care to people in their own homes. The service supports older people. At the time of our inspection there were 72 people receiving the regulated activity of personal care.

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.

### People's experience of the service and what we found

People felt safe and well supported. They benefitted from receiving a continuity of care from a core team of carers, who knew them well. The provider used an electronic call monitoring system and associated software to ensure that call times were well planned and that people, and the staff who supported them, were safe.

There were always enough staff to meet people's needs and staff were consistently on time, as well as staying for the full duration of calls. Staff knew how to keep people safe and reacted promptly when they had any concerns.

The culture was an open, learning one, within which any errors were used as an opportunity for learning.

Medicines were managed safely and staff competence and knowledge reviewed regularly. Staff were trained in core areas to keep people safe, and in areas specific to individual needs.

The provider proactively analysed data to establish any developing patterns or trends, and to improve practice.

People, their relatives and external professionals all felt the service was well run and organised. They had confidence in staff and systems at all levels.

The provider worked proactively with people, relatives and partners to ensure the care they were delivering was to a high standard.

The registered manager was open, transparent, keen to continually improve the service and knowledgeable about the broader health and social care landscape.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was Good (published 8 August 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. The overall rating for the service has remained good. This is based on the findings at this inspection.

#### 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.

# Pinnacle Cares For You Limited

## **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

The inspection was announced. We gave the service 48 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.

### What we did before the inspection

We reviewed information we had received about the service since the last inspection, including notifications of significant events. We contacted the local authority to ask for feedback. We used the information the provider had 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 the registered manager. We reviewed a range of records. These included care records for 3 people and staff records. A variety of records relating to the management of the service, including audits, incident records, reports, rota planning and policies. As part of the inspection, we spoke with 2 people who used the service and 7 relatives. We contacted 4 care and management staff over the telephone and 1 via email. We sought feedback via email from 3 external health and social care professionals.

# 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; Learning lessons when things go wrong

- People were safeguarded from abuse and avoidable harm. The provider had robust and effective systems and processes in place to safeguard people from abuse. These included appropriate safeguarding and whistleblowing policies.
- Staff completed regular training around safeguarding adults. They were supported through informal supervisions and formal observations and appraisals, which checked they were competent and confident in how to deal with safeguarding matters.
- The provider had acted promptly when people were at risk. Their systems allowed for effective recording, and monitoring of incidents and accidents to help ensure people were supported safely. Learning was shared with staff regularly. One staff member said, "Mistakes have been made in the past however, we're all seen as individuals and we can move forward and grow. This means when I've realised an error I'm not scared to say what happened or ask advice."

Assessing risk, safety monitoring and management

- The provider assessed a range of risks to ensure people were safe. This included core areas of risk such as environmental risks.
- The provider introduced new risk assessments where it helped reduce potential risks and give staff more support, for instance the implementation of a pressure damage risk tool. Risk assessments were regularly reviewed and updated.
- There were regular meetings to review risks to people, where circumstances and/or needs had changed. Staff helped people minimise risk in their own home. One person said, "I wear a pendant around my neck and they will check I have this before they leave."
- The provider used an electronic call monitoring system and a range of associate reporting tools. This meant there was a reduced the risk of people experiencing late or missed care calls, or care staff being at risk. One relative told us, "They visit 3 times a day and are amazing – they never miss and are mostly the same carers which really helps." One carer told us, "We have a regular run of people so we get to know them, and we can plan our time well."

Staffing and recruitment

- People and their relatives felt safe and consistently supported. One person told us, "I can totally rely on the staff to arrive on time, they have never missed a visit and when they get here they are a joy. This makes me feel safe at home because I know they will be calling in to see me." There was a consensus of opinion that the provider worked hard to ensure people received a continuity of care, and that they understood how important this was to people.
- Recruitment was values based and there were appropriate pre-employment checks in place, including

references and a Disclosure and Barring Service (DBS) check. DBS provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

#### Using medicines safely

- People received their medicines safely. One relative told us, "They help me with food and medication as well and I always feel very confident in the help and advice they give me."
- Medicines records were accurate and up to date. Staff had been trained in how to administer medicines safely and had their competency regularly checked.



# 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. At this inspection the rating 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

- The registered manager had created a positive, safe culture with good outcomes for people. People were consistently impressed with how well they were communicated with and the consistency of the service. One relative said, "They are so organised and efficient and communicate well with each other that I do not have to keep repeating myself to different carers – a very easy company to deal with."
- The management team worked well together to ensure people received good quality care from staff who knew them extremely well. An external social care professional told us, "Pinnacle Cares For You are very much on the ball reporting any concerns to the case manager, I find them very proactive and honest."
- Staff enjoyed working at the service and shared the goals of the organisation. They worked flexibly and cohesively as a team. One said, "We meet quite regularly at the 2pm meetings and there is always a lot of support on the app."
- The provider was proactive in their attempts to retain valued staff; this had a positive impact on people's continuity of care.

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

- People and their relatives provided consistent praise about the management of the service. One relative told us, "A company that consistently delivers a high standard of care."
- Policies and procedures were in place and were kept updated. The registered manager stayed abreast of good practice changes within the sector to inform policy and procedure.
- The provider had effective quality assurance systems in place. These were fully electronic and allowed for real-time analysis of care records and incidents. The system had the capability to help identify patterns and trends; the registered manager demonstrated sound oversight of this. They held regular meetings to analyse this data, which ensured a reduction in risks and a more responsive service.
- Staff understood their roles and were encouraged to learn new skills. They were valued. Succession planning was effective. One member of staff said, "While giving me the opportunity to get a formal qualification I also feel I've been developed as a person to be a better manager."

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

- The registered manager engaged with people, relatives and staff on a regular basis. They used a range of systems to gather relevant data. They made contact with people regularly after they started using the

service to explore how it was going and if anything could be improved. One relative said, "The manager contacts me every quarter to check we are happy with the care and the office is very easy to contact at any time."

- People's protected characteristics were considered and people were supported in line with their culture and beliefs.
- Staff told us they felt involved in how the service was run, receiving a balance of formal observations and checks from management, and informal supervisions and support. One member of staff said, "They do genuinely listen and they respect the fact you are the one out there dealing with what might crop up." Another said, "With the app, you know there is always someone there when you need them."

Continuous learning and improving care; Working in partnership with others

- Working in partnership with others was a key strength. Individual care plans were informed by health and social care partners, who staff liaised with well. They proactively shared information.
- The registered manager worked proactively with system partners to inform and influence how social care could be improved. For instance the registered manager had recently signed up to a local workforce steering group. One professional commented, "They can think strategically and wider than their own service so they are really helpful and can prompt new discussion with other providers as well."
- The registered manager was keen to continually improve the service and was responsive to feedback.

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 understood the duty of candour requirements and had made appropriate notifications to CQC. They were open and transparent with people and relatives if something went wrong.