

Hazelhurst Homecare Ltd

Home Instead Salford-Worsley

Inspection report

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23 August 2023
24 August 2023

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Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Outstanding 

Is the service well-led?

Good 

Summary of findings

Overall summary

About the service

Home Instead Salford-Worsley is a domiciliary care service providing personal care to people in their own houses and flats in the community. At the time of our inspection there were 49 people using 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. At the time of inspection, the service was providing personal care to 35 people.

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

Staff and managers had a culture of focusing on people's social and emotional needs as well as supporting their physical healthcare. People told us staff were particularly caring, compassionate, and person-centred. Staff took the time to get to know the people they were supporting and their relatives and ensured effective communication to promote independence and inclusion.

The service was exceptionally responsive to people's needs. The provider promoted person-centred approaches and was responsive to changing need, ensuring positive outcomes for people. People and their relatives told us they were in control of their support, many using innovative technologies. People were actively encouraged to live full lives and were empowered to participate in activities which had meaning to them as individuals.

People felt safe and staff knew what to do if they thought people were at risk. Staff managed people's medication safely. Staff recruitment processes were robust and staffing levels ensured people's needs were met by familiar staff. The provider followed current infection prevention and control guidance.

People's needs were assessed and reviewed regularly, and staff were trained to provide support whilst promoting independence. People told us staff respected their dignity and culture, and always asked before providing support.

People were, without exception, happy with their support and felt they could talk to staff if they had concerns. The provider had systems in place to learn from issues as they arose, and outcomes were communicated to staff. People had access to healthcare professionals, and guidance was shared with staff in a timely manner.

Systems were in place to monitor quality and safety. The provider sought regular feedback from people to improve their support. Staff worked well in partnership with other agencies to deliver effective support.

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.

At the time of the inspection, the location did not care or support anyone with a learning disability or autistic people. 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.

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

Rating at last inspection and update

This service was registered with us on 27 April 2022, and this is the first inspection.

Why we inspected

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

Outstanding ☆

The service was exceptionally caring.

Details are in our caring findings below.

Is the service responsive?

Outstanding ☆

The service was exceptionally 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.

Home Instead Salford-Worsley

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

This inspection was carried out by an inspector and 1 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 the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 22 August 2023 and ended on 24 August 2023. We visited the location's office

on 23 August 2023.

What we did before the inspection

We sought feedback from the local authority and healthcare 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 this information to plan our inspection.

During the inspection

We spoke with the registered manager and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We spoke to 3 office coordinators and 4 staff (employees within the service are referred to as 'care professionals' by the service provider). We spoke with 7 people receiving support and 6 relatives.

We reviewed 4 people's support records, including the administration of medicines. We looked at staff files in relation to recruitment, and a variety of records relating to the management of the service, including policies and procedures.

We asked the registered manager to send us documents before and after the on-site inspection. These were provided in a timely manner and this evidence was included as part of our inspection.

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 good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The provider had appropriate systems in place to safeguard people from abuse.
- The registered manager ensured staff were aware of the different types of abuse. Staff had been trained in their responsibilities for safeguarding adults and knew what action to take if they witnessed or suspected abuse.
- Actions were taken by the provider to keep people safe and to share any lessons learned to help prevent recurrences.

Assessing risk, safety monitoring and management

- Risks to people had been assessed and regularly reviewed. The provider had systems in place to identify and reduce the risks involved in supporting people.
- The registered manager involved people, and where appropriate their relatives, in assessing risks to their support. Decisions about risks were recorded in people's support plans.
- Staff had completed the appropriate mandatory training to keep people safe.

Staffing and recruitment

- The registered manager ensured there were enough staff, with the right training and skills, to meet people's needs.
- The provider had effective recruitment processes. Recent records showed staff being recruited safely, with appropriate checks completed.
- The service had an electronic system to enable coordinators to track late calls effectively and to make alternative arrangements through consultation with people where appropriate. No calls had been missed and staff told us managers would help with support tasks when needed.
- People felt introductions to new staff were effective in keeping them safe. One person told us, "Staff are very good; a very sound company and I would recommend them."

Using medicines safely

- The provider had processes in place to support people with prescribed medicines.
- The registered manager ensured staff received medicines training and had processes in place to assess their competency to ensure they could administer medicines safely.
- People's medication records confirmed they received their medicines as required.

Preventing and controlling infection

- The provider used effective infection, prevention, and control measures to keep people safe, and staff

supported people to follow them.

- The registered manager had plans in place to alert other agencies to infection control concerns affecting people's health and wellbeing.

Learning lessons when things go wrong

- The provider had systems in place to support staff reporting and recording any accidents and incidents.
- Complaints, concerns, and incidents were recorded and followed up by the provider.
- The registered manager ensured lessons were learned and practice changed if any trends, for example falls, were identified.

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 needs were assessed by the registered manager before support commenced. People were involved in the assessment and relatives were included where appropriate.
- People's needs were reviewed regularly. People's support plans were personalised, strengths-based, and reflected their needs and aspirations. People, those important to them, and staff reviewed plans regularly together.
- Staff understood people's rights, relevant legislation, and best practice.

Staff support: induction, training, skills and experience

- The provider had systems in place to ensure staff received effective induction, training, and supervision, and were skilled and competent to carry out their roles. This included training to enable staff to support people with a learning disability or an autistic person.
- The registered manager ensured ongoing training was completed by all staff as required. Staff were supported with job progression and professional development.
- Staff told us they felt confident in supporting people's needs and received a comprehensive induction, including shadowing other staff before supporting people on their own.
- People felt staff were trained and competent to support their individual needs. One person said, "Staff are exceptionally well trained, and I trust them completely."

Supporting people to eat and drink enough to maintain a balanced diet; Staff working with other agencies to provide consistent, effective, timely care

- The provider ensured people's support files included information about their needs regarding fluids and nutrition.
- Staff monitored people if they were at risk of poor nutrition and involved healthcare professionals where required.
- The registered manager facilitated the involvement of healthcare professionals, people, their relatives, and other agencies and staff ensured support was provided at the right time to effectively support people.

Supporting people to live healthier lives, access healthcare services and support

- The provider ensured people were encouraged by staff to make healthy lifestyle choices.
- Support records showed advice given by healthcare professionals was acted upon by the registered manager, and staff were prompt in raising concerns or issues.
- Staff met people's oral health needs where this was identified; this was recorded in support plans.

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. We checked whether the service was working within the principles of the MCA.

- The provider had processes in place to ensure the service worked within the legal requirements of the MCA. Assessments of people's needs included an assessment of people's capacity to choose and make decisions.
- The registered manager supported people to make their own decisions and choices. Capacity assessments had been carried out when required.
- Staff demonstrated an awareness of supporting people to make decisions and understood the principles of the MCA.

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 outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

Ensuring people are well treated and supported; respecting equality and diversity

- The feedback we received about the support provided by Home Instead Salford-Worsley was extremely positive. Without exception, people and their relatives consistently told us how exceptionally caring, compassionate, and person-centred staff were, treating them with the upmost respect.
- We looked at the service's approach to equality, diversity, and human rights and how people from diverse backgrounds were supported. For example, people who identified as lesbian, gay, bisexual, or transgender (LGBTQ+). We saw, through the service's comprehensive and inclusive approach to support planning, people's key information showing their individual identity, culture and what was important, was captured to good effect.
- People told us staff often went 'above and beyond' their expectations to ensure they got the practical and emotional support they needed to promote their well-being and improve their quality of life. There were several examples where staff had gone 'above and beyond' to ensure people received high quality care and support.
- Staff and managers were quick to anticipate people's needs and recognise distress and discomfort at the earliest stage. One person, who was house-bound and at a high risk of harm when Home Instead Salford-Worsley started to support them, was now achieving their goal of reconnecting with the local community and their love of the natural environment. The person told us, "I am overwhelmed with joy that I've achieved my dream of getting into my garden. I never thought I would ever do this again, and it brings me immense happiness."
- Relatives felt staff went 'above and beyond' in the support provided. One relative said, "Staff quickly found out how to engage [my relative]; they've a great sense of humour but their short-term memory is sometimes an issue. Staff talk about football, support [my relative] in the community and do all sorts of little things to support to ensure they don't feel isolated."
- Another relative felt staff were very caring, "They care about [my relative] and the family too. I believe without them [my relative] would not be here today; they even went to visit them in hospital recently. The staff feel like part of the family."

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

- People told us they were actively encouraged to express their views, wishes, preferences and choices regarding their support. We received consistently positive feedback showing staff were highly responsive to people's requests, and made sure people got the support they wanted.
- The provider used a number of different ways to involve people in how the service was run. Staff recruitment was designed to ensure new staff had similar interests and backgrounds to the people they

supported.

- People were encouraged to express opinions about their support and were involved in decision making processes. Plans to support them in achieving their expressed goals were carefully considered to maximise the potential for success.
- Relatives told us they could see their relative's support records at any time. One relative said, "I have the app. I can log in and see what's happened, but I don't need to because I know [my relative] is getting exceptional care and support. I'm incredibly happy with the service."
- Another relative felt the provider was very inclusive. They told us, "There are very regular reviews for [my relative]. Managers are very good and proactively arrange the reviews; they act upon agreed changes to ensure [my relative] is always receiving the best support."
- Another relative felt communication was 'spot on'. They told us, "The service has communication, compassion, and consideration at every level; it is fantastic. I cannot give enough praise. We have had years of peace of mind because of this service."

Respecting and promoting people's privacy, dignity and independence

- People told us they received exceptionally kind and compassionate care and support. Staff protected and respected people's privacy and dignity and understood and responded to their individual needs. One person told us, "One good thing is the service never sends any staff you have not seen before. When my new staff was introduced to me, they came with the manager, and then someone phoned me to ask me if the new staff would suit me or if I would prefer someone else."
- Staff and managers worked closely with healthcare professionals and explored innovative therapies to meet people's needs. One person regained their independence following severe illness through the interventions and support provided by the service. The person told us, "Without Home Instead Salford-Worsley, my journey back to mobility would have been an insurmountable struggle. I remain forever indebted to the unwavering care and support provided by the managers and my exceptional staff team."
- Staff showed pride and felt robustly supported in helping people to lead full and meaningful lives. One staff member said, "I would be overjoyed for a relative of mine to receive support from this service. Good communication is part of the fabric of the service. Everyone is person-centred, caring, and professional. I've been here for a number of years now and the bond with people and their relatives is fantastic. Everyone recognises people's rights and equality needs."
- The caring ethos embedded within the service was further evident with participation in a number of fund-raising events. For example, local 'Knit and Natter' groups were encouraged to join with the group run by the service to make Christmas gifts which could be distributed to the local community.

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 outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

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

- People told us they received exceptional, personalised, care and support which was highly responsive to their individual needs and preferences. Support plans were developed inclusively and written in a way which captured people's and relative's contributions and ensured the person was at the heart of the support planning process. People had daily access to their support records using technology available on their phones.
- People's support plans described their health and social care and support needs in detail. Information was broken down into person-centred steps, including guidance on how people wished to be supported and what they did not want staff to do.
- Staff embodied person-centred support, demonstrating in-depth knowledge about people they supported. Staff supported people to make good choices and achieve positive outcomes to improve people's abilities to make informed decisions and become more independent.
- People felt staff were responsive. One person told us, "I feel very safe; the staff are very good. I live with [my relative] but staff come to give them a break now. They know how I like to be supported and it means [my relative] can have some time to relax (which is important to them, and me)."
- Relatives told us the consistency and reliability of the service meant staff were able to adapt to people's changing needs. One relative said, "The staff training is very good, and managers will also send staff to be present with any therapists who are advising on treatment and exercises. The manager then updates the support plan and does unannounced spot checks (to ensure changes are embedded)."
- Staff continually explored ways in which technology could enhance the support provided to individuals. For one person, we saw how this had been used to good effect by staff supporting this person to purchase audio-visual eyewear which could 'read' for them. This had a momentous improvement in the person's ability to make informed decisions and become more independent and involved in their care and support.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The AIS tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- Relevant information was provided to people in accessible formats, including easy read and pictorial versions of key documents, such as the complaints procedure and end of life care information. The

importance of AIS was shared amongst staff to enhance their knowledge to allow more meaningful support for people.

- The provider ensured people's communication needs were assessed and these were recorded in their support plans; Details of any aids or equipment, such as glasses, hearing aids and innovative technologies were also provided. Support plans could be made available in the person's preferred format, as well as being available via an app on their phone (allowing real-time updates).
- People told us staff supported their communication needs and enhanced their skills, benefiting their mental and emotional wellbeing. One person said, "Every member of staff demonstrates a real desire to understand both my physical and emotional needs to aid my recovery. It is a delight each morning when staff arrive. I am left safe and content and this allows me, and my family to enjoy our lives fully. I know I will never be alone as long as I continue to receive support from Home Instead Salford-Worsley."
- The service had an innovative approach to using technology to aid communication and used feedback from people to continually improve outcomes. For example, one person had been supported to purchase technology which could inform them which staff member was coming to support them as well as what time to take their medicines.
- Relatives told us staff were adaptable and responsive to people's changing communication needs. One relative said, "[My Relative] has fluctuating capacity to make decisions for themselves; staff always explain what is going to happen and ask permission. On [my relative's] 'good' days staff give extra options to promote [my relative's] independence and inclusion."

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 and their relatives told us wellbeing and community inclusion were at the heart of both the service and the provider's vision. The service had facilitated a number of well-being projects which included 'daffodil drops' for local vulnerable adults, summer fayres, intergenerational groups, and a Facebook group for relatives.
- Staff and managers spent time getting to know people's background and history to enable them to individually tailor people's support to enable people to participate in activities meaningful to them. One person achieved a life-long ambition to tell the story of their cultural background. Managers and staff worked with the person to build cultural community links to empower the person to achieve their goals; this had a significant positive impact on their confidence, mental and emotional wellbeing, and feelings of self-worth. The person told us, "Without Home Instead Salford-Worsley this dream of mine would never have been met. It has exceeded my expectations above and beyond."
- People told us staff supported activities to meet their aspirations, with life-changing impacts on their mental and emotional wellbeing, and to avoid social isolation. One person said, "Staff are exceptionally flexible. At the end of one of my visits each week they will take me to the supermarket, and I do my shopping. Sometimes staff take me to see my friend in her care home as well. It's so important to me and shows how thoughtful staff are."
- Relatives were exceptionally complimentary about the provider and staff approaches to supporting social interactions. One relative said, "Staff do lots of activities with [my relative], who is living with dementia. Music is a big part of the activities, one staff member plays keyboard and brings it with them. Staff take my relative into our garden, to support them to do exercises and drawing (which is something they have loved to do all their life)."

Improving care quality in response to complaints or concerns

- The provider had processes in place to allow people to raise concerns and complaints easily, and staff supported them to do so.
- A central system was used for recording a complaint which the service manager and provider could

access. This ensured any complaints or concerns were identified at an early stage and helped senior managers to maintain oversight and track any trends or themes at a local level.

- People and relatives knew how to raise any issues and said the registered manager was always approachable. One relative told us, "I have asked staff to contact me, so I know if they are going to be late. It doesn't happen often, but if they are late, they will always add on the time at the end of the call."
- Relatives told us they had access to a 24 hour on-call system. One relative said, "They have a service for 24 hours and I can phone anytime. I did have to phone once, and they answered straight away and sorted [my concern] out straight away."

End of life care and support

- The provider had processes in place to support people with end-of-life decisions.
- Staff knew how to support people and how to access the appropriate healthcare professionals to ensure end of life needs were met.
- At the time of our inspection there were no people receiving support who were at the end 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.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager and coordinators led by example and demonstrated an open and transparent approach.
- The registered manager worked closely with people to ensure staff understood their support needs and could deliver quality outcomes.
- The provider recruited staff who were passionate about promoting a person centred, inclusive service to reflect people's rights and in maintaining equality standards.

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; Continuous learning and improving care

- The provider fully understood their responsibilities around duty of candour and had transparent processes for investigating concerns.
- The provider had robust processes in place for receiving feedback and suggestions on how to improve the quality of support.
- The provider had a series of audits in place to monitor, support, and highlight areas for improvement. Any improvements were actioned promptly to improve outcomes for people receiving support.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Working in partnership with others

- The provider had effective governance processes and auditing systems in place to keep people safe, protect people's rights and provide good quality support.
- Staff had the skills, knowledge, and experience to perform their roles; they demonstrated a clear understanding of people's needs and were supported by the registered manager to ensure they were competent in meeting people's needs.
- The registered manager ensured people were included in the local community by working closely with local organisations to support people's social and cultural needs.