

Rainbow Trust Children's Charity

Rainbow Trust Children's Charity 5

Inspection report

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Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Outstanding ☆
Is the service well-led?	Good ●

Summary of findings

Overall summary

Rainbow Trust Children's Charity 5 provides personal care and support to people in their own homes. The Trust provides support to children who have life threatening or terminal illness. The charity provides support in family homes and the wider community. The regulated activity is personal care but this is provided only when needed and as part of a wider service. For example, changing a baby's nappy whilst taking them out, or showering them after swimming. At the time of our inspection, the agency was providing a service for 34 children under the age of 18.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission 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 2008 and associated regulations about how the service is run.

We received extremely positive and consistent feedback about the service from children and their families. Parents felt the service went above and beyond and staff were extremely experienced at looking after people's needs. Children and their families received care that was based around their individual needs and that was personalised.

Parents felt their children were safe with the charity. Risks to children were minimized through appropriate risk management. There were plans in place for foreseeable emergencies. Parents supported their children with medicines so staff were not involved in this.

Relevant recruitment checks were conducted before staff started working at the service to make sure they were of good character and had the necessary skills. Staff had received training in safeguarding children and knew how to identify, prevent and report abuse.

The service was extremely responsive to children's and their family's needs. Staff asked parents how they could support them and this ranged from taking the child out who was unwell, taking the child's siblings out, to supporting the whole family in the home. Parents we spoke with felt able to complain although they had not had cause to. The service had a complaints procedure in place but had not received any complaints. They had received compliments and letters of thanks.

The service had introduced new initiatives to support children and their families by having sibling's days at local theme parks, and arranging support sessions at local hospitals and running support groups.

Staff completed a wide range of training and felt it supported them in their job role. New staff completed an induction before being permitted to work unsupervised. Staff told us they felt supported and received regular supervision to discuss areas of development. Staff meetings were held regularly. There were sufficient numbers of staff to maintain the schedule of care visits to meet people's needs.

The registered manager promoted a positive culture that was open, inclusive and empowering. Staff felt supported by the registered manager and were able to give their views on the service as well as suggest any improvements.

All the parents we spoke with told us they were cared for with kindness, compassion and sensitivity. Care plans provided comprehensive information about how families wished to receive care and support. This helped ensure people received personalised care in a way that met their individual needs.

National surveys allowed children and their parents to provide feedback which was used to improve the service. They were encouraged to be involved in developing the service and were asked their views and opinions regularly.

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 remains good in safe.

Is the service effective?

Good ●

The service remained good in effective.

Is the service caring?

Good ●

The service remained good in caring.

Is the service responsive?

Outstanding ☆

The service had improved to outstanding in responsive.

Children and their families received a service which was responsive to their individual needs and was flexible.

Children received personalised care from staff who understood and were able to meet their needs. Care plans provided comprehensive information to guide staff and were reviewed regularly.

The service had gone above and beyond to support families and had arranged events and activities to support children and their families.

Feedback about the service was highly responsive and showed that children and their families were at the heart of the service.

The service had a complaints procedure in place and families felt able to complain.

Is the service well-led?

Good ●

The service remained good in well-led.

Rainbow Trust Children's Charity 5

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 was planned to check 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 provide a rating for the service under the Care Act 2014.

This inspection took place on 15 and 25 January 2019. The provider was given 24 hours' notice because the location provides a domiciliary care service and we needed to be sure that staff would be available to speak with us.

The inspection team consisted of one inspector and one 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.

Before this inspection, the provider completed a Provider Information Return (PIR). This is information we require providers to send us at least once annually to give us some key information about the service, what the service does well and improvements they plan to make. We also checked other information we held about the service including previous inspection reports and notifications. A notification is information about important events which the service is required to send us by law.

During the inspection we spoke with nine parents whose children were receiving care and support by telephone. We spoke with the registered manager and two family support staff members. We looked at care records for three children and recruitment records for three family support staff. We looked at other records in relation to the management of the service such as health and safety records, minutes of staff meetings and quality assurance records.

Following the inspection, we gathered feedback from two health and social care professionals.

Is the service safe?

Our findings

All the parents we spoke with felt their children were safe with staff. One parent told us, "They take my child out. They [staff] always keep in contact with me with updates. I 100% trust them". Another parent said, "The carer spends dedicated focused time with the girls and to update me on what they have done. I do not feel rushed she always takes the time to explain things to me". A third parent told us, "The carer is amazing. She is a good match with my girls. If she wasn't I would be nervous. The carer makes sure the girls are safe and looked after and I can take time to look after myself. Otherwise I would not be able to relax".

There were sufficient numbers of support workers deployed to meet children's needs. Staffing levels were determined by the number of referrals received. Staff were then allocated to families to support their needs. These could be adjusted according to the needs of the children. Staff told us they had enough staff to cover their caseloads. Parents we spoke with felt there were enough staff. One parent told us, "I've needed help a few times and I have asked for additional help and they give it. Other times, she will tell me at the beginning of the week when she has free time so I can have extra time". However, some parents living on the Isle of Wight felt more staff were needed as sometimes they were stretched and couldn't always help with the dates requested.

Parents told us staff stayed for the allocated time or longer and always explained and apologised if they were delayed. One parent told us, "They [staff] are sometimes over depending on what she is doing. She comes around for my daughters support rather than my son who is poorly. So, if she takes my daughter out, she will spend the time that's needed with her. It's for my daughter's peace of mind". Another parent said, "The carer comes for five hours. Sometimes, they stay a little longer... Always update me by text or email".

Recruitment processes were followed which meant staff were checked for suitability before being employed in the service. Staff records included an application form and a record of their interview, two written references and a check with the Disclosure and Barring service (DBS). The DBS helps employers make safer recruitment decisions and helps prevent unsuitable staff from working with people who use care and support services. Staff confirmed this process was followed before they started working at the service.

Parents and children benefited from a safe service where staff understood their safeguarding responsibilities. A safeguarding policy was available and family support staff were required to read this and complete safeguarding training for children as part of their induction. Staff members were knowledgeable in recognising signs of potential abuse and the relevant reporting procedures.

Children had individual risk assessments that identified potential risks and provided information for staff to help them avoid or reduce the risks of harm. Staff used risk assessments to support children safely, for when they were in the home or community. A health professional told us, "Together we manage risk, as I have only observed them coming to our unit we also have a responsibility to ensure that any risks are managed effectively".

Records were maintained of accidents and incidents which occurred. There was evidence that that the

registered manager reviewed these to ensure that appropriate action had been taken and to debrief the staff involved.

The service had a business continuity plan in case of emergencies. This covered eventualities where staff could not get to parent's homes and to ensure that the service could continue operating following a significant incident or emergency.

All staff had received training in infection control and had ready access to personal protective equipment, such as disposable gloves and aprons.

The service did not support children with medicines, as parents were responsible for this.

Is the service effective?

Our findings

Parents felt their children were well cared for by staff that had the right knowledge and skills to provide the support needed and who understood their children's needs. One parent told us, "The support from the Trust is unbelievable. I can't rate the carer and Trust highly enough. They do everything from the smallest thing to largest and they guide us in the right way". Another parent said, "I was surprised at how much they have. I thought they would have basic knowledge but they have a very good background...I have no doubts to leave my son with them. They are very experienced". A third parent told us, "Sometimes when I am upset the carer will listen to me and is very helpful".

Children were cared for by staff who were well-motivated and told us they felt valued and supported appropriately in their role. Staff were provided with monthly supervisions (one to one meetings) and annual appraisals with their line manager. These were an opportunity for the service to provide staff with feedback on their performance, identify any concerns and offer support, assurances and learning opportunities to help them develop. Staff informed us they also had the opportunity of having counselling once a month by a trained counsellor. They told us if they needed more support or counselling it was always available. One staff member said, "One to ones once a month, I definitely feel supported, I usually have questions but I can pick up the phone any time before then".

Parents and their children were supported by staff who had access to a range of training to develop the skills and knowledge they needed to meet people's needs. Records showed that their training included moving and handling, safeguarding, health and safety, lone working, infection control, food hygiene, and first aid. This ensured that staff were competent and had the skills and knowledge to safely deliver care. Records showed staff had completed additional specific training to ensure they had the skills necessary to meet people's needs. For example, bereavement and equality and diversity. Staff were also trained on inducting and managing the volunteers that supported the service. All the staff we spoke with highly praised the training. One parent told us they would like staff to be trained in Makaton. We fed back this to the registered manager.

New staff completed an induction programme. One staff member told us, "Induction and training was very thorough, the most thorough I have had in any job. I started with one to one time with the manager going through policies and values then went out shadowing with different people. I went with [registered managers name] to assessments, it was all very thorough. As well as on line training through our systems training included first aid. Any training we feel we would like to do, we can put it forward they are very open minded for us to do well and stay with the company".

Parents felt the family support workers always asked for consent and were very respectful when providing care and support. Staff were aware parents and children were able to change their minds about care and had the right to refuse care at any point. Parents told us they, and their children when appropriate had been involved in discussions about care planning.

Staff were able to support children with eating a meal if required. Staff told us they would be guided by

parents and follow their instructions and guidance in children's care plans. Staff had received training in food hygiene.

Staff supported parents to take their children to healthcare appointments. The support ranged from providing transport, acting in an advocacy role (such as reminding the parents what they wanted to ask the professional) or interacting with the child and siblings so the parent could concentrate on talking with the healthcare professional.

Is the service caring?

Our findings

All the parents we spoke with felt staff were caring and compassionate. One parent told us, "I've never met anyone like the carer. My children are so happy when she is coming. When I say she's coming my children are so much happier, even more so than for other members of my family". Another parent said, "The carer is very good. If she knows I'm having a down day the carer will take time to listen to me. The carer has also taken time to support me when my child is in hospital. I feel very reassured by the carer... When my daughter had open heart surgery the carer helped with my son to give him time away from the hospital. They are very caring and compassionate". Other comments included, "They are friendly organisation and caring with no judgement". As well as, "They give me some quality time back with my family. They take so much stress out of a stressful life".

Staff had built up positive relationships with people. Staff spoke about their work with passion and spoke about people warmly. They demonstrated a detailed knowledge of children and parents as individuals and knew what their personal likes and dislikes were, showing how they had got to know people in their care. One parent told us, "The staff I've meet so far are amazing". A staff member told us, "Privacy and respect, abide by confidentially, don't talk about other families, non-judgemental, take them as they are, treat with respect".

It was very clear that staff respected the children and parents when we spoke with them. Parents said staff all treated them with respect. One parent said, "They are very respectful and they wouldn't look at any personal things unlike carers from other agencies". Another parent said, "In the past when we had carers they were critical of things by what they said. With Rainbow Trust they have been totally supportive, they are not looking at me in judgement. They come to my home and it may be untidy but they don't judge me. They genuinely care". Other comments included, "They make me feel relaxed and they don't judge you. It's like having my aunty round".

Parents told us the service went above and beyond. One parent told us, "They are really lovely. I had a lot to do with them in the beginning of the pilot scheme. They were at my home a lot. They helped when my daughter lost her purse on our way back from up north. Rainbow Trust went above and beyond to help locate it and when they did, they dried it out and then sent the purse to me on the Island". Another parent said, "The carer is like his Nan. My son adores her. If I won the lottery I'd like her as a full-time nanny. We clicked straight away".

When children started with the service, they and their families, where appropriate, were involved in assessing, planning and agreeing the care and support they received. One parent told us, "At the initial visit, the manager explained how things worked. She identified the carer most suitable and then she checked I was happy with the carer". The registered manager told us, "At assessments, I always talk to the families and ask how can we help. For example, I carried out one assessment and the parent just wanted the time to be able to leave their child so they could wash their hair as they never had the time for themselves". They told them to wash their hair and they would look after their child. A simple thing but it made a huge difference to the parent's wellbeing.

Parents we spoke with told us they were consulted and involved in the planning of their care. These took into account children's diversity needs which were fully met. One parent told us, "The carer is very respectful of the children and the colour of their skin. Other carers have not understood but Rainbow Trust has never done that". Parents told us that staff were aware of how they like things to be done and records reminded staff to offer children choices.

Information regarding confidentiality, dignity and respect formed a key part of induction training for all care staff. Confidential information, such as care records, were kept securely within the registered manager's office and only accessed by staff authorised to view them. Any information which was kept on the computer or accessed by staff on their smartphones was also secure and password protected.

Is the service responsive?

Our findings

Children and their parents received a personalised service that was flexible to suit their needs. One parent told us, "Mainly support for the children, but during a care planning meeting I said I want to go back to work. It was the Rainbow Trust carer who supported me and asked me how I could make it work, unlike some of the other professionals at the meeting. The carer organises sibling days for activities". Another parent said, "They have supported me at care planning meetings. The carer supported me against some of the other care professionals. I think she is definitely on my side". A third parent said, "The flexibility. We don't need them every week, day or month but when we need them they are there. I contact them and they come. My son needed a lumbar puncture at the hospital. I contacted them to arrange for their support and they came with a little planning".

Assessments were undertaken to identify children's and parents individual support needs and their care plans were developed, outlining how these needs were to be met. However, these were flexible and support could be different from day to day, depending on need and requirements. One parent told us, "Every day is different, so it may be helping the kids to bake or help me with cleaning. It's what suits us as a family". Another parent said, "The carers will take the children so I can concentrate on an important meeting or they will be with the children so I can have individual time with my other child".

We spoke with staff about the support provided and they told us it was very person centred and focused on the family's needs. One staff member told us, "We take the lead from families, whatever support the families requires. The support plan is in place, but very flexible, there can be added support and we would just change the plan accordingly. It can be anything from sitting with a sick child in hospital or home, so family can have a break, to supporting siblings to and from school, days out, anything really. If we can do it, we will do it within reason. We do personal care if it's something parents want us to do. We have babies we change nappies for and we wear gloves and are guided by the family".

Family care support plans were reviewed every six months or sooner if necessary. The registered manager told us, "At assessment, we talk to them and gauge where they are. For example, how are they managing stress, quality of life, stability, confidence, emotions, change, economic wellbeing and quality time. Then we review after six months and start afresh and review to see if we are making a change".

The service was responsive to children's needs and had set up new initiatives and worked closely with other health professional and services. The registered manager told us about a new project they had set up, working with the local Ronald McDonald House charity. This is a house that parents can use for children who are terminally ill in hospital. The registered manager told us, it was set up to reduce stress and anxiety for children in the school holidays, so siblings don't get bored visiting their sick siblings in hospital. The purpose is to enhance the families lives during a very difficult time for them by giving the parents time to spend with their sick child without worrying about their other children. The service now provides a drop off session once a week in the school holidays, where they provide arts and crafts activities and messy play for the children and aim to carry out two different activities with the support staff from the Rainbow Trust.

The registered manager had received feedback about the service at Ronald McDonald House from children and their parents which had been really positive. Records showed one child had commented, 'it's great, if I came again I would do everything. The best bit about this is the biscuit decorating'. Feedback from a parent showed, '[children's names] had great fun doing the different activities. It gave my wife and I some time to ourselves which was nice and needed.' The registered manager told us, this had been reviewed and as a result other locations within the trust were looking at the project as most children's hospitals have a Ronald McDonald House attached.

The service had also introduced a neonatal care sibling support group at a local hospital which ran weekly in the school holidays. Feedback from parents showed this was a much-needed service. Comments included, 'I just think it's lovely that siblings are being thought of, as everyone worries about the baby It's nice for siblings to get support.' As well as, 'this is a great group the children have been able to do some activities while going in to visit baby sister rather than just sitting in the waiting room. The staff are first class'.

We spoke with the registered manager about a parent that had found it extremely helpful and had written in to say, 'I would just like to say thank you! My little girl is currently in the neonatal [hospital name]. My other three children were invited into a fun session with games and arts and crafts while we were here to see our new baby. The children left the session one by one to see our new little lady, and then went back into the session. This has made the afternoon so much better for the children, rather than sitting in a boring waiting room for their turn to see their little sister. The two staff members who were amazing with all the children in the session are [staff members names] and they are an absolute credit to the Rainbow Trust!! Thank you again for making this afternoon a lot nicer and easier for our little family!!'

We spoke with a health professional who worked at the neonatal unit. They told us, "The service we are offered by The Rainbow Trust is of excellent quality, as well as a regular sibling group, we are able to make antenatal referrals for a family to be offered individualised care packages. The families are contacted directly by The Rainbow Trust and allocated a key worker. In my opinion all that we have been offered has been of high quality, they are in contact with myself about how we can improve what we are able to offer together to support our NICU families".

The registered manager told us about how the team had gone above and beyond and had organised two sibling days at a local theme park. One was in May 2017 and one in July 2018 and they try to arrange them annually. They told us, "They write to the local theme park for tickets throughout the year for children and their parents. Some of these were used for the sibling day. They said, it was an amazing day meeting other siblings in the same position as themselves". They also held a family day last year which means children's families can also attend and they have staff and volunteers available to help if children want to go on the rides. The service also added a bereavement day at the theme parks winter wonderland as they had lost a lot of children one year. We saw lots of written compliments from families on how much they and their children had enjoyed their day out. One comment stated, 'we had so much fun. We all enjoyed it. Thanks for putting smiles on our family'.

The team were dedicated to resourcing opportunities for events so families can have quality time together, or siblings can have extra special attention. The activities included a Beach hut hired for a week in Westbourne where families could come and go, coffee mornings in conjunction with the local hospice, sailing and they had even supported siblings to be part of the Duke of Edinburgh Award. The registered manager told us the team worked hard securing tickets and events to share with families.

Some of the children who received support from the service were diagnosed with a terminal illness. We

found end of life care to be extremely caring and staff were supported by training and counselling. The registered manager told us they were proud of their team who were all very compassionate in their role. Staff had recently set up a memory tree in the office to remember the children they have lost with a small token or charm added to the tree. The registered manager said, "To ensure the team remember our role and the privileged position we have in knowing these children at the end of their lives".

The registered manager told us, "We are here 24 hours if needed. Not as an emergency service but if someone needed us. For example, if their child was at the end of their life and to offer emotional support for parents in their time of need".

Children and their parents had opportunities to feedback their views about the quality of the service they received. A national provider survey was sent out annually and the location would receive individual feedback about their service. The feedback from the latest quality assurance survey showed that families reported a better quality of life, they were able to manage stress better and had regained some confidence. Comments from parents included, 'the support [staff members name] has given and their skills are amazing. We always feel so happy after speaking on the phone to [staff members name]. My children love seeing and playing with [staff members name]. The Rainbow Trust is amazing'. Another comment, 'I would not have got through half of my little girl's heart operations without support from the Rainbow Trust.'

The survey showed children were happy with the service and the responses were positive about the care and support they received. 100% of children felt that the Rainbow Trust kept them safe and that the Rainbow Trust listened to them all the time. Comments received from children were positive and they liked the trust coming to see them. One child, when asked if they like the Rainbow Trust coming to see them, had circled yes and written 'because they are fun and nice'.

Parents we spoke with felt able to complain although they had not had cause to. The provider had a complaints policy and procedure in place which detailed the timeframes within which complaints would be acknowledged and investigated. This was included in information provided to people when they started to receive a service. The service had not had any complaints. We saw lots of written compliments, we saw one from a teenager which said, 'I can honestly say that you have changed my life for the better'.

Other compliments included, 'When you came last time we were really low, then we met you and you lifted us. We now feel we are in a good place, you made us feel like that, you are just what we need'. Another read, 'When you come and talk to us it really helps us to understand and it does not seem so bad'. One said, 'Sorry for getting so upset today but thank you for listening to me and not judging me. I'm very appreciative of you. I look forward to seeing you as you are always there to listen and if you can, give advice. Once again thanks.'

The Accessible Information Standard is a framework put in place from August 2016 making it a legal requirement for all providers to ensure people with a disability or sensory loss can access and understand information they are given. We spoke to the registered manager about how they ensured information was accessible for all people receiving a service. They told us they were looking at making their annual survey more child friendly as they had received feedback from one parent that it was not age appropriate.

Is the service well-led?

Our findings

All the parents we spoke with told us the service was extremely well run and that the registered manager was very supportive and understood their needs. One parent told us, "The manager is very understanding about the type of help I needed and selecting the carer. She listened to me and my needs". Another parent said, "Amazing. They made me feel very relaxed and at ease. I didn't realise she was the manager". Other comments included, "They are absolutely lovely, I couldn't say a bad word about them". As well as, "They are great. Very friendly and listen and do what they can to help".

All the parents we spoke with each praised the support and care they received from Rainbow Trust Children's Charity 5 very highly. Parents valued the support and care provided, not only because it is person centred, but specifically because it is tailored to suit the needs of individuals within the families. Parents said it was even more valuable to them because it focused on giving individuals time and space away from caring or the rest of the family. One parent said, "I like the fact that there is help and support. I didn't know that their help was there. I had been struggling and if it wasn't for them I would be lost. They have given so much support to both me and my son. I don't know how I managed before them. I don't look forward to the day they stop coming".

Staff we spoke with were extremely positive about the support they received from the registered manager and the registered provider. One staff member we spoke with told us how they had started as a volunteer with the trust. Because of the amount of outstanding support, they received and feeling so well looked after, they had decided to apply for the job as a family support worker. One staff member said, "100 % open office, very supportive, which is why I do my job as well as I can as I have no issues and feel well supported. I feel really valued in this job, down to staff, tools and training being very thorough. I haven't had this in any other job I've had". Another staff member said, "The manager very good, very approachable. She comes up with initiatives and ideas and we follow, she's good. Always thinking for me and gives me ideas for training. They think of new things for me to learn".

Staff meetings were held weekly and minutes showed these had been used to reinforce the values, vision and purpose of the service as well as looking at upcoming events. One staff member told us, "Team meetings once a week on a Thursday morning are really good. I benefit a lot and they are honest and open. Sometimes our job gets emotional and it is a good place to out pour emotions and be normal instead. It's a safe place to be". Staff were involved in the running of the service and were asked for ideas. One staff member told us, "I think we always think outside of the box and are always looking at ideas for various families' days and sibling days, anything that can be done we will try to do it. We do well as a team coming up with new ideas".

The service also had volunteers to support staff and families. The registered manager told us they currently had nine volunteers. They told us, "Volunteers are amazing, I love them. They can do anything from administration to supporting family support workers and families. Volunteers were trained and managed by family support workers. Support was in place for volunteers including training and quarterly sessions where volunteers can talk about their experiences and to raise and answer any concerns they may have.

A national staff survey was sent to staff who worked for the trust. It showed that all staff that responded to the survey believed in the goals and objectives of the Trust and had seen an improvement in staff wellbeing.

The service had a wellbeing lead and part of their role was to support the team with their emotional wellbeing. This supported staff to keep mentally well at work by identifying triggers and warning signs that could potentially cause poor mental health. Advice and support were provided to staff to enable them to manage their mental health. The team had attended three days, away from the office environment to share how they deal with the loss of the children they support.

The registered manager used a system of audits to monitor and assess the quality of the service provided. These included care plans, records, staff shadow sessions and health and safety. Where issues were identified, remedial action was taken. In addition to the audits, the service had in place a 'local operational plan 2018/2019' in line with the providers business plan, which reviewed the history of the service, and planned activity over the next year.

The registered manager told us they felt supported in their role and had regular contact with the provider to enable them to keep up to date with the latest practice and guidance. The registered manager kept up to date by reading the Care Quality Commission's website and through other professional websites, as well as keeping up with latest guidance by attending training. The registered manager also supported other managers by attending managers meetings to share best practice with the providers other locations.