

Serendip Home Care Limited

Serendip Home Care

Inspection report

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Date of inspection visit:

06 February 2019

07 February 2019

Date of publication:

10 April 2019

Ratings

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

Summary of findings

Overall summary

About the service:

- Serendip Home Care Limited is a domiciliary care agency. It provides personal care to people living in their own homes. At the time of our inspection they were providing personal care to five of the six people they supported.

People's experience of using this service:

- All the people we spoke with told us they felt safe with the staff and service they received from Serendip Home Care. One person told us, "It's really nice to have someone to chat to. They are all friendly, caring and kind. I've never had anyone I didn't like." All the people we spoke to told us they felt safe with the care staff and the support they received from them."
- The registered manager demonstrated high levels of commitment and passion to ensure the service provided the best quality care and support to people to assist them to enjoy their lives.
- The service put people at the heart of the service which resulted in positive, beneficial impacts on their lives.
- People, relatives and health care professionals expressed positive views regarding all aspects of the management of the service. They felt the service was very well led, well organised and had full confidence in the management team, who they said were approachable, open, supportive and friendly.
- People received person centred care and support from a dedicated, motivated staff team that they knew well.
- Serendip Home Care provided support to people in their own homes with sufficient levels of trained staff. People received support from a small, consistent staff team with visit times that suited people best. Staff were themselves supported with a system of regular supervision and annual appraisals.
- Staff felt very well supported, valued and listened to. One member of staff told us, "I really love it. I get to know the clients so well and communication is really good."
- People and their relatives were fully involved in assessing and planning the care and support they received. People were referred to health care professionals as required.
- People's privacy was protected at all times and they were treated with dignity and respect.
- People and relatives knew how to make a complaint and felt confident they would be listened to if they

needed to raise any concerns.

- More information in Detailed Findings below.

This is the first CQC inspection of the service since it was registered in March 2018.

Why we inspected: This was a planned inspection to provide a rating of the service. The service is rated as Good overall.

Follow up: We will continue to monitor this service and plan to inspect in line with our inspection schedule for those services rated as Good.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe

Details are in our Safe findings below.

Good ●

Is the service effective?

The service was effective

Details are in our Effective findings below.

Good ●

Is the service caring?

The service was caring

Details are in the Caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our Responsive findings below.

Good ●

Is the service well-led?

The service was well-led

Details are in our Well-Led findings below.

Good ●

Serendip Home Care

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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team:

The inspection team consisted of one CQC Inspector who visited the service over two days.

Service and service type:

Serendip Home Care is a domiciliary care agency. It provides personal care to people living in their own homes. At the time of our inspection they were providing personal care to five of the six people they supported.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection:

The inspection of the service was announced. We gave the service 24 hours' notice of the inspection visit to ensure the registered manager, staff and people were available to speak with us.

What we did when preparing for and carrying out this inspection:

Before the inspection we reviewed information we held about the service. This included information about incidents the provider had notified us of and contacting health professionals for their views on the service. The provider had completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what it does well and improvements they plan to make.

During the inspection, we spoke with four members of staff including the registered manager and deputy manager and three people and their relatives who use the service. We also requested and received written

feedback from a health professional that worked regularly with the service.

To establish the quality of care people received we looked at records relating to their care and support. This included individual care and development plans and treatment and support records. We also looked at records relating to the management of the service including; staffing rotas, staff recruitment, supervision and training records, training and staff meeting minutes and a range of the providers policies and procedures.

Is the service safe?

Our findings

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- Everyone we spoke with told us they felt safe with the staff and the service provided by Serendip Home Care.
- Staff received safeguarding training and spoke knowledgeably on how to spot the signs of potential abuse. They were aware of the correct action to take should people raise concerns with them.
- One person told us, "They have been very good. I feel very safe and they know how to do everything I need. I have no concerns at all."
- People told us they received their weekly rota which told them which member of staff would be doing their visits and the times of the visits. No one had experienced a missed visit and people told us staff stayed for their allocated time.

Assessing risk, safety monitoring and management

- Risks to people and the service were assessed and staff spoke knowledgeably regarding how people preferred their care and support to be given to ensure their safety.
- One person told us the assessment process had been, "Extremely thorough...they covered everything."
- Risk assessments were personalised, regularly reviewed and guided staff to support people safely whilst still maintaining their independence.
- Staff told us they were always able to phone a senior member of staff if they needed further guidance or assistance. One member of staff said, "There is always help available whenever we need it."

Staffing and recruitment

- People, relatives and staff told us there were enough trained staff available to ensure people were supported safely.
- The staffing rotas reflected people were cared for by a consistent small team of care staff. This ensured people received individualised care from a dedicated team of care staff who knew them well. The provider had their own 'bank' staff they could call on if they needed cover in the event of staff sickness or planned absence.
- One person told us, "All the staff are a tremendous help...it's lovely they look after [person] properly and arrive on time...they are a real help."
- Recruitment records showed staff were recruited safely. Robust procedures were in place to ensure the required checks were carried out on staff before they commenced their employment at Serendip Home Care. This ensured staff were suitable to work with people in their own home.

Using medicines safely:

- The majority of people using the service were able to administer their own medicines or had a relative that administered their medicines for them. Some people required 'prompting' from staff to ensure they took their medicines safely and on time.
- Staff received medicine training and had their competency checked to ensure they were safe and

competent to administer medicines to people. Staff collected people's medicines from their pharmacy and ensured people had enough stock of medicines. □

Preventing and controlling infection

- Suitable measures were in place to prevent and control infection. Personal protective equipment was available for staff who wore it when it was appropriate to do so.
- Staff spoke knowledgeably about infection control practices and how important it was that they were followed correctly to ensure people's safety.

Learning lessons when things go wrong

- The provider had a system in place to record incidents and accidents. However, they had not yet experienced any incidents or accidents. The registered manager told us they would always discuss accidents and incidents with staff to ensure lessons learned could be shared and proactive action put in place where possible.

Is the service effective?

Our findings

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 care and support was planned and delivered in line with current legislation and good practice guidance. The registered manager completed all the pre assessments for people. People's person-centred care plans were individualised, regularly reviewed and reflected each person's preferences and wishes.
- The registered manager told us how they tried to match each person with a care staff member who would suit them best. This helped ensure people's well-being was maintained and provided people with continuity of care from people they liked and enjoyed meeting.

Staff support: induction, training, skills and experience.

- Staff told us they had received a good induction programme and had felt supported throughout the whole process. Staff received regular supervision sessions and annual appraisals.
- The provider also owned a care home and staff benefitted from attendance at group training sessions that were run in the home. Staff told us, "All the training is very good." Another member of staff said, "The induction training was very useful and the web based learning has been very good as well." □
- Staff told us they spent time shadowing existing staff in order to get to know people before they started to care and support them independently.
- Staff told us and records showed, staff were provided with the training and skills to support people effectively.
- People and relatives told us they felt the staff were well trained and supported people in ways they preferred. One person said, "They are very good and give me the confidence, they know what they are doing and are very well trained and experienced. "
- One member of staff said, "The manager is always available for us...she is on the end of the phone just like that. I feel very supported and valued and I love the job."

Supporting people to eat and drink enough to maintain a balanced diet.

- The registered manager told us with peoples consent they had recently started to monitor people for the risk of malnutrition. They had purchased weighing scales which allowed them to accurately measure peoples weight to guard against the risk of malnutrition.
- People were supported to receive appropriate nutrition. If required, referrals were made to appropriate health professionals for further advice and guidance.
- Staff gave examples and told us how they worked closely with independent meal provision companies to ensure people received regular nutritious meals.

Staff working with other agencies to provide consistent, effective, timely care.

- Effective working relationships had been built between staff and a variety of healthcare professionals, which included pharmacists, GP's and occupational therapists.
- Staff spoke knowledgeably about when they would seek advice from a health professional. They gave examples of when staff had acted pro-actively in obtaining advice from health professionals and when they

had to act quickly to call for an ambulance in the case of an emergency.

- If people were admitted to hospital, there was a system in place to ensure up to date information regarding their care needs was shared with the relevant professionals.

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 Act 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.

- The service worked within the principles of the MCA.
- People's care records continued to identify their capacity to make decisions. People had been involved and had signed their care records to show they consented to their care and support.
- Where appropriate people had Powers of Attorney (POA) in place. A POA is a written authorisation to represent or act on another person's behalf.
- Staff had received training in The Mental Capacity Act 2005 and spoke knowledgeably regarding how it applied to the people they supported.

Is the service caring?

Our findings

People were supported and treated with dignity and respect; and involved as partners in their care.

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

- People, relatives and health professionals gave positive feedback about the staff and service as a whole. Written feedback stated, "A family was supported and felt included and praised the provision for going the extra mile to help everyone at such a difficult time." Feedback from a professional also commented, "Serendip is very person centred, providing consistency through using the same carers and building up relationships." And " Carers have been able to identify when someone is feeling lonely and isolated and support them to become more involved in community activities."
- People described staff as, kind, friendly, caring and friendly.
- Staff spoke passionately about their role and discussed examples of how they ensured people were always treated with dignity and respect.
- Staff demonstrated a thorough knowledge of each person, how they preferred to receive their care and support and what interactions worked best for each person.
- Staff had received equality and diversity training and spoke knowledgeably about their responsibility to ensure people's rights were upheld and they were not discriminated against.

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

- People told us they were involved in how their care and support was planned and delivered. Records showed people, family members, staff and health professionals were all involved in decisions regarding ongoing care and support.
- Relatives told us they were kept well informed at all times and felt fully involved in people's care and support.
- Staff had worked collaboratively with relatives, professionals and healthcare professionals to instigate beneficial support packages to ensure people received the best care that was suited to them.

Respecting and promoting people's privacy, dignity and independence

- People were treated with dignity and respect by a consistent staff team who knew them very well.
- People's privacy was respected and people were supported to maintain their independence. Care plans reflected people's choices and encouraged them to support themselves as much as possible.
- People's personal information was kept secure and staff understood the importance of maintaining secure documents and care records to ensure people's confidentiality was maintained.

Is the service responsive?

Our findings

People's needs were met through good organisation and delivery.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control.

- Care plans were clear, detailed and personalised and reflected how people preferred their care and support to be given.
- One person told us, "All the staff are very helpful...they know exactly how [person] likes things done and fit their schedule around her. They are very flexible."
- People, relatives and staff praised the effectiveness of the on call system that was in place. Staff told us, "All I have to do is call...the manager is always on the end of the phone for us." Another member of staff said, "There is always someone available on call and there is a really good contingency plan in place. Communication is very good and the staff team work really well together."
- Information was shared with people in formats which met their communication needs in line with the Accessible Information Standard.

Improving care quality in response to complaints or concerns.

- People and relatives knew how to make a complaint and were confident any concerns would be addressed. Clear contact information was included in people's welcome packs to ensure they knew who to contact at any time.
- One person told us, "We spoke with the manager and any problems were sorted straight away."
- The providers complaint policy gave information on how to make a complaint and the timescales any complaint would be actioned within.

End of life care and support

- At the time of our inspection, the service was not providing end of life care to anyone. The registered manager told us how the service had supported one person and their family with end of life care. Specific, individualised care had been provided to the person ensuring they were supported to enjoy the things they liked best. This had led to an increased sense of well being and provided comfort and support to the person and their relatives.
- Staff understood people's needs and respected people's personal, cultural and religious beliefs and preferences to ensure these were met at every stage of each person's life.

Is the service well-led?

Our findings

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility.

- The registered manager had set a system in place to ensure people were matched with care staff who they would like, shared a similar outlook on life which would in turn would lead to an increased sense of well-being and have a positive impact on their lives.
- Written feedback from a relative stated, "Staff were kind and respectful and made sure [people's] needs were well met. They kept us informed and were very approachable and responsive to questions and requests. I highly recommend their excellent services."
- A professional provided written feedback that stated, "The registered manager has clear vision, working well in the community with other professionals...is very welcoming and understanding of individual needs...She represents the provision in the community...she is a strong leader who has good working relationships with her team."
- The registered manager spoke passionately about her role. She ensured people were placed at the heart of the service and were provided with quality person centred care and support . For example, the service provided additional support to one person to enable them to remain at home whilst they were waiting for equipment to be delivered. The registered manager arranged for care to be provided at a specific time each day for a further person so that they could continue with their planned activities. A relative had also given exceptional feedback on the care provided to their loved one, who had passed away. We were given further examples of highly individualised care that people received which showed the provider and management team had gone over and above the usual expectations.
- People, relatives and staff all commented about the open, honest and supportive culture of the service, which they felt was very well led. One member of staff said, "I can't fault anything at all...communication, support, care plans, rotas, everything is organised...so well. I honestly can't say there are any improvements needed at all."

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

- Staff were very clear about their responsibilities within their role. They were confident in the quality of care and support they were able to offer people and told us the management team and the systems and processes that had been put in place supported them to give people consistent, high quality care and support.
- There was a clear staff structure at Serendip Home Care to ensure the quality of care was monitored and reviewed on a regular basis.
- There were audits in place to ensure the quality of service was maintained and any shortfalls identified and acted upon.
- The registered manager spoke knowledgeably regarding the requirement to forward Notifications to CQC as required by the regulations. Notifications had been made as appropriate.

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

- The registered manager took a very active 'hands on' approach and regularly provided care and support each weekend to people.. This allowed them to keep in regular touch with the people and seek their views on the service they received day to day. This ensured effective communication with all staff, people and relatives and promoted a culture of constant continual improvement and quality assurance.
- There was a system in place for obtaining the views of the service from people, relatives and health professionals. The service had just received their first completed questionnaire which had been positively completed.
- Staff told us there was a very open, honest and supportive culture throughout Serendip Home Care. Staff felt comfortable to put forward any ideas they may have to improve the care, support or wellbeing for people and were confident these would be acted upon. Staff told us, "We all work together so well, we are very good at teamwork."
- Serendip Home Care had effective communication systems in place. People, relatives and staff all said communication was very good and there were no concerns.
- Staff had access to a secure mobile phone app which was effectively used for all staff to communicate between themselves and the management team. Staff told us, "The app is really useful and works really well, we always know what's going on."
- The registered manager had recently started a regular newsletter for all staff. This had been well received and gave a useful method for highlighting good practice and sharing good news stories to all staff.

Continuous learning and improving care.

- There was a process of continual improvement and quality assurance in place.
- The registered manager spoke passionately about their future plans for the service. They discussed different ideas and projects they were interested in that could be used to have a positive impact for the lives of the people that used the service.
- The registered manager showed us the development plan the service had in place to support their growth and development. This showed areas of projected growth and highlighted how the service was going to sustain growth in a positive way that would not have any negative impacts on people. This would ensure people continued to be provided with quality care and support whilst the service was developing.

Working in partnership with others.

- The service worked collaboratively with all relevant external stakeholders and agencies. We received very positive written feedback from professional praising all the areas of service provided by Serendip Home Care.
- People and relatives told us they were regularly consulted and felt fully informed in all aspects of their and their loved ones care and support.
- The registered manager had built effective working relationships with a number of external organisations in the local and surrounding areas. They were an active member of the Dementia Action Group. Through this group they also had access to a 'Befrienders' charity who they were arranging to offer additional support for people who used Serendip Home Care. This charity provided safe support and resources for people to guard against loneliness.
- The provider had a minibus which they made available to the local community and people who used the services of Serendip Home Care. This enabled people to take part in local community events and increased their ability to interact and prevent social isolation.
- The registered manager told us about the 'taxi support' scheme that they were getting involved with. This would provide additional benefits for the people who used Serendip Home Care. The scheme would have a positive impact on people's well-being and way of life.
- The registered manager was also developing a 'village buddy scheme'. This would provide an outlet for

people who used Serendip Home Care to prevent isolation, guard against loneliness and increase their sense of well-being.