

Daniel's Special Care Ltd

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Inspection report

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Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
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|----------------------|--------------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|--------------------------------|

Summary of findings

Overall summary

About the service

Daniel's Special Care Ltd is a domiciliary care service and was providing personal care to 24 people on the day of the inspection. The service can support both younger and older adults, people living with dementia, people with a physical disability and people with a learning disability.

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

People reported they were well supported by care staff who understood the infection control processes they needed to follow during the COVID-19 pandemic. People told us staff wore all the personal protective equipment (PPE) required when they provided their care. One person commented, "We have no concerns at all. Honestly and truthfully say they do everything they are supposed to do" and another said, "They couldn't do a better job. All most fastidious."

The registered manager had completed a risk assessment to ensure the safe delivery of the service during the COVID-19 pandemic, which they had reviewed and updated. The registered manager had completed risk assessments for staff at higher risk from contracting COVID-19, for example, those from a Black, Asian, and minority ethnic (BAME) background in order to identify any required safety measures.

Staff had been provided with relevant online training and written guidance in relation to COVID-19, infection control, PPE use and hand hygiene. Staff told us ample PPE was provided and we saw there was plenty. Staff understood what they were required to wear.

Staff spoken with understood the symptoms of COVID-19 and their responsibilities if they developed COVID-19 symptoms. Processes were in place to monitor staff's understanding and ongoing adherence to the infection control requirements. The registered manager had ordered and distributed COVID-19 test kits to staff, which they were expected to complete weekly.

Staff followed national guidance when people were discharged from hospital into the community. They treated people as COVID-19 positive until the outcome from their test was received.

Processes were in place to reduce contact between staff, such as online meetings and office staff worked on a rota in the office to control the number of staff present. Office staff were seen to observe social distancing requirements and to wear the correct PPE.

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

Rating at last inspection

The last rating for this service was requires improvement (published 11 February 2020).

Why we inspected

We undertook this targeted inspection due a specific concern we had received about infection control practices at the service. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Daniel's Special Care Ltd

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to look at a specific concern we had received about the infection control processes at the service.

Inspection team

The inspection was carried out by two adult social care inspectors and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Notice of inspection

We gave the service notice of the inspection. This was because it is a small service and we needed to be sure the registered manager would be in the office to support the inspection.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We reviewed information we held about the service and sought feedback from commissioners. We used all of this information to plan our inspection.

During the inspection

We spoke with eight people who used the service and 14 relatives/representatives about their experience of the care provided. We spoke with seven members of staff, including five care staff, one care coordinator and the registered manager. We reviewed a range of records. These included, infection control related policies,

processes, risk assessments, audits, COVID-19 testing records and staff training.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

S.5 Preventing and controlling infection

- We were assured that the provider was meeting social distancing rules.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices at the provider's office premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.