

RS Holistic Care Limited

# RS Holistic Care Limited

## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

RS Holistic Care Limited is a domiciliary care service providing the regulated activity of personal care to people who live in their own homes. At the time of our inspection there were three people receiving care and support from the service.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

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

People, their relatives and staff told us RS Holistic Care Limited was a safe and well led service. Systems set up to monitor the service had recently been improved and updated. A small service looking to expand slowly. People had risk assessments in place for all their care and support. Medicines were managed safely, and staff had received training to safely support people with their medicines.

Safeguarding procedures were known and followed. There was confidence in the registered manager to deal with concerns appropriately. People were protected of the risk from avoidable infections. The service kept up to date with the latest guidance in the defence against COVID-19.

Accidents and incidents were recorded, and an action plan maintained to ensure actions were followed and lessons learned.

The registered manager undertook various checks of documentation and was working on improving systems in preparation for the service expanding. People, their relatives and staff felt involved and their views and input were used to drive improvements within the service.

Positive feedback was received about the management of RS Holistic Care Limited and staff felt proud to work for the service. The registered manager was clear about their regulatory responsibilities and kept themselves up to date with changes to practice and legislation.

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. The service worked well with external professionals as required.

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

### Rating at last inspection

The last rating for this service was good (published 24 January 2018).

### Why we inspected

This inspection was prompted by a review of the information we held about this service. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

The overall rating for the service has remained as good based on the findings of this inspection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# RS Holistic Care Limited

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection was carried out by one inspector.

#### 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 that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 8 November 2022 with visits to people who use the service and ended on 10 November 2022. We visited the location's office on the 8 and 10 November 2022.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback

from the local authority service improvement and safeguarding teams. 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 all this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service and two relatives about their experience of the care provided. We spoke with and received feedback from the registered manager and care workers.

We reviewed a range of records. This included three people's care records and two medication records. We looked at one staff file in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question good. At this inspection the rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People had risk assessments in place for their care and support. However, they had not always been reviewed as planned. Risk assessments were accurate for people's needs. The registered manager took immediate action to rectify our findings and created a clear system for evidencing reviews.
- Environmental risk assessments gave instructions on safe ways of working within a person's home.
- There was a system in place for recording accidents and incidents. However, the service was small and had not recorded any accidents or incidents. The registered manager told us they examine events and see how they could learn from it and prevent it reoccurring in the future.
- RS Holistic Care Limited was a small service and learning, changes and updates were shared with staff as they happened.

Systems and processes to safeguard people from the risk of abuse

- People and their relatives felt the care they or their loved one received was safe, some comments were: "I feel safe, I don't know what I would do without them [staff]", "I feel secure", "My relative [name] is safe, any problems they sort it out", "Yes, my loved one [name] is safe, they put their best interests first."
- Staff had received training in safeguarding people from harm or abuse. They understood correct ways to report concerns both internally and externally. A staff member told us, "If I needed to, I would report outside of the service."
- The registered manager was clear in their responsibilities to report concerns to the local authority safeguarding team.
- A safeguarding policy was in place and contained the correct details for the local authority.

Staffing and recruitment

- There were enough staff to meet people's needs. The service worked on providing a consistent staff team for people.
- The service had a recruitment process in place. Checks demonstrated that staff had the required skills and knowledge needed to care for people.
- Staff files contained appropriate checks, such as references, health screening and a Disclosure and Barring Service (DBS) check. The DBS checks people's criminal record history and their suitability to work with people in a care setting.

Using medicines safely

- People received their medicines as prescribed. There were safe arrangements in place for the ordering and storage of medicines. Staff responsible for the administration of medicines had received training.

- Medication administration records (MAR) were legible and completed accurately.
- Staff checked the medicines against the MAR, we observed them explaining to people what the medicines were for and providing encouragement.
- Where people were prescribed medicines that they only needed to take occasionally, guidance was in place for staff to follow to ensure those medicines were administered in a consistent way.

#### Preventing and controlling infection

- Staff understood their responsibilities for keeping people safe from the risk of infection. Procedures within the service had been enhanced due to the COVID-19 pandemic and this had continued.
- Staff had enough supplies of PPE and stocks were maintained. We observed staff wearing correct PPE when providing care and support.
- Staff had received training in the control and prevention of infections. The service had included all government and public health guidance on COVID-19 into their own policies and procedures.



# Is the service well-led?

## Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection we rated this key question good. At this inspection the rating has remained as good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- Quality assurance systems were in place to monitor the quality and safety of the service. The registered manager told us they felt they had good oversight of the service.
- The service had introduced new policies and procedures, and these were a positive improvement. Staff were given access via an application on their phone. This meant they were able to access guidance and correct ways of working.
- RS Holistic Care Ltd was a small service and the registered manager checked it was operating safely every month. This included checking care records and MAR. They told us they were introducing formal audits before the service expanded and showed us examples.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- Staff were proud to work for RS Holistic Care Limited. The registered manager had created a culture of inclusion, where quality of care was at the core of the service. A staff member told us, "It is very important that I do a quality job. We are like family."
- People, their relatives and staff told us the service was well-led. Feedback about the management of the service was positive. Some comments we received were: "The registered manager [name] is a very good manager and a very nice person", "It is well managed", "They go the extra mile", "10 out of 10 for registered manager and staff [names]", "The registered manager [name] is wonderful."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager understood the requirements of the duty of candour, that is, their duty to be honest, open and apologise for any accident or incident that had caused or placed a person at risk of harm.
- The registered manager understood their legal requirements to notify CQC of certain events such as serious injury and allegations of abuse.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People and their relatives told us they were frequently asked if they were happy with the service and they confirmed they were. The registered manager delivered the service to people directly on a regular basis and therefore had open dialogue with people and their relatives.

- People and their relatives said changes were made following feedback that was given to the service. The registered manager told us when the service expands, they will conduct formal written surveys.
- The service worked well with health and social care professionals and sought their input as needed.