

Rainbow Trust Children's Charity

Rainbow Trust Childrens Charity 1

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service caring?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Rainbow Trust Children's Charity 1 provides support to families who have children or young people with a life limiting or terminal illness. Support is provided to individual families, parents, children and young people. Not everyone using Rainbow Trust Children's Charity 1 receives a regulated activity. CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do, we also take into account any wider social care and support provided. At the time of inspection there were 50 children receiving the regulated activity of 'personal care'.

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

Everyone talked highly of the service, its employees, and management. People informed us that the assistance they received from staff during the challenging periods of caring for a seriously ill child was invaluable.

People praised the service for being incredibly responsive and caring. Staff followed parental guidance and provided assistance in ways that were suitable and beneficial for each individual family.

Staff assured us they were happy in their positions and glad to represent the charity. They claimed that a company that cared about them and their well-being made them feel heard, valued, and supported. There was a good work environment since the company values, supports and rewards its employees.

Risks were carefully identified, and families received safe support. The registered manager acted on feedback immediately. The service was following safe infection prevention and control procedures to keep people safe.

Employees were able to perform well in emotionally demanding tasks because they were well trained and supported by management.

The registered manager had an effective quality assurance system in place. Regular audits and checks were done. These were used to identify relevant action and lessons learnt. People, relatives, staff and professionals were offered opportunities to provide feedback.

The registered manager was dedicated to upholding the exceptionally high standards of service and was highly respected by the workers and families. Their supervision of the team was clear and they monitored the quality of support and care provided by the staff.

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.

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

The last rating for this service was good (published 6 September 2017).

Why we inspected

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

We found no evidence during this inspection that people were at risk of harm. Please see the safe, caring and well led sections of this full report.

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rainbow Children's Trust Charity 1 on our website at www.cqc.org.uk.

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 caring?

Good ●

The service is caring.

Details are in our caring findings below.

Is the service well-led?

Good ●

The service is well led.

Details are in our well-led findings below.

Rainbow Trust Childrens Charity 1

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

One inspector carried out this inspection.

Service and service type

Rainbow Trust Children's Charity 1 provides personal care and support to parents and children where there are children with life threatening or terminal conditions in their family. The support is provided in hospitals, in family homes and in the community.

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

This inspection was announced. We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the registered manager would be available to assist us with our inspection.

What we did before the inspection

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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection.

During the inspection

We spoke to the registered manager, 2 relatives and 4 members of staff. We reviewed a range of records. This included 3 people's care records. We looked at 3 staff files in relation to recruitment and staff supervision as well as staff feedback forms. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

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. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse. Policies and procedures were in place for staff to follow.
- Staff had received appropriate training on safeguarding children and knew what action to take if they identified abuse. One staff member said, "I have never had to do this; however I would feel confident doing so. Rainbow Trust have always been supportive of me and I have always felt comfortable in raising any concerns in the past."
- People told us they felt safe when receiving their care. One relative told us, "The staff are absolutely amazing with [person], I trust staff to always keep them safe."

Assessing risk, safety monitoring and management

- The provision of care supported the welfare and safety of children. One staff member told us, "All clients have risk assessments, regular reviews and an outstanding bond with staff which enables clients and their families to share any problems or worries and ensures that everyone is safe at all times."
- Risks associated with the safety of the environment and equipment were identified and managed appropriately. Where children were taken out into the community risk assessments were undertaken so staff were clearly aware of any potential risks and how to minimise them. For example we saw a detailed risk assessment completed for an outing to a local soft play area.
- Risks to children's health and well-being, such as from choking, or allergies were identified during the assessment process and appropriate action taken.
- The registered manager explained to us how they determined staffing needs when initially evaluating people and that the majority of help was provided one-on-one. Additional staffing was available to support multiple siblings who had differing care or support requirements if required.

Staffing and recruitment

- Staff were recruited safely and there was enough staff deployed to safely support people.
- New staff had appropriate pre-employment checks in place which included requesting references and a Disclosure and Barring Service (DBS) check before they were employed. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Staffing levels were regularly reviewed against people's support needs.

Using medicines safely

- The service did not routinely support children with their medicines.
- The registered manager ensured there was training from a community nurse and guidance for staff

available in the unlikely event staff would need to administer medicine.

Preventing and controlling infection

- Infection Prevention and Control (IPC) policies and procedures had been updated to reflect changes in relation to government guidance linked to the COVID-19 pandemic. In addition, they showed detailed information to guide staff in the actions to take to ensure they followed safe practices to prevent the spread of infections.
- There were sufficient supplies of Personal Protective Equipment (PPE) and staff had received training in how to use this.

Learning lessons when things go wrong

- Lessons were learned from incidents and learning was shared with the staff team to prevent similar incidents occurring.
- Accidents and incidents were fully investigated and outcomes from these were used to improve the care provided.

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.

At our last inspection we rated this key question good. The rating for this key question has remained good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity, respecting and promoting people's privacy, dignity and independence

- People consistently appreciated the employees for their considerate and supportive approach. One relative said, "We do not have any family members to support us but [staff member] is just like family. When I have struggled with normal life and going back and forth to hospital appointments [person] has been there for us, sometimes we don't have to ask, they just know what we need. They're our family." Another said "[person] was so passionate, they would be with us through very long days, through lots of intense treatment and [person] knows everything my child has been through, they are just so understanding."
- The service respected the diversity of the families and could fully adapt to changing circumstances or needs. Staff told us, "I feel Rainbow Trust goes an extra mile to ensure clients are provided with the highest standard of care. We tailor our support to each family and individual to meet their needs and I feel it is a service like no other" and "We have a big impact on the families who have children in hospital as they must isolate in their cubicle twenty-four hours a day and have to have a parent with them at all times. We go in and allow the parent respite off the ward and spend time with partners/siblings. We are also a different face for the child to see and play with."
- Staff extended their emotional support to people's loved ones. Staff members told us, "We support a lot of siblings which helps those children massively because a lot of the time siblings of sick children can feel isolated. We focus our support on them, so they feel like they have 1 person who is just for them. We can take them out places so they can still go out and have fun and have a distraction from what is going on at home" and "We are also there for emotional support and there if people need somebody to talk to. We also support families who do not drive and struggle to get to medical appointments so we provide transport and that makes a huge impact because without that they would either have to miss appointments or pay huge bills for taxis." One relative told us, "[person] has been with me from the beginning and there's been times when I have been so scared, in winter when it's been cold and we don't have a car [person] has come and taken us out just so my child could get some fresh air, [person] would always bring a little toy or gift to cheer them up."

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

- The service honoured and supported children's rights, made sure they had a voice, and made sure their thoughts were heard and taken into consideration. These were fully documented in the annual 'snapshot audits'.
- People's choices and preferences about how they wanted to be cared for were recorded in their care plans. They also included people's skills and what they're able to do for themselves.

- People were supported to express their views and to be involved, as far as possible, in making decisions about the care and support to be provided. As a result, people received treatment in a way that supported them and demonstrated concern and compassion for them. One relative told us, "I can't say how much [person] has helped me, especially when there has been times, I've struggled to understand medical terms but they have taken the time to explain things so I really understand what is happening."

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. The rating for this key question has remained 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

- There was an extremely positive staff culture which helped to achieve good outcomes for people. Staff told us, "I feel very supported within my role. I feel supported by my team here as we all care for one another and help each other with supporting our family case load" and "I absolutely love my role. I describe this as the best job in the world! I accept that I can't change a diagnosis, can't prolong a life. But if I can make a positive difference to a child/family's day, then I have had a very successful day. I have found this the most rewarding job that I have ever had and feel blessed to have the opportunity to be in this role. I love the diversity, variety and flexibility of the job. I have positive relationships within the team and consider my manager as a fabulous role model for staff."
- The manager communicated with people, relatives, and staff. Relatives told us the management team were approachable. One relative commented, "I know the manager and staff are always there whenever I need them, they really will do anything they can to help, sometimes I don't even need to ask."
- Staff were empowered to improve the care they provided. The provider introduced the 'Sunshine Award' as well as the 'Star of the Month' where staff and clients can nominate 1 staff member a month who has made a positive impact on a client's care package.
- The Director of Care stays in contact with the team and extends congratulations to award winners. Additionally, it has contributed to the development of a strong rapport between top management and the workforce.

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 service had a duty of candour policy, and the provider understood their responsibility to be open and honest if something went wrong.
- Results from investigations, feedback sessions and audits were used to improve the quality of the service.

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

- The registered manager was fully aware of their legal responsibilities and was open and transparent. They submitted notifications to the commission for significant events that had occurred at the service, for example accidents and incidents.
- The registered manager undertook a range of audits to assess care quality and safety such as supervisions, care plans, environmental risk assessments, rostering and welfare checks on a monthly basis.

- Rainbow Trust Children's Charity carried out an annual 'snapshot' audit which gathered feedback from adults and children receiving support from all the different teams nationally. This looked at all aspects of the service and when analysed gave managers and staff a clear picture of what the service did well and identified any areas for improvement. This information was used to inform the annual local operational plan.

- Staff feedback was overwhelmingly positive regarding confidence in the management team. They told us, "I feel very supported in my role. I have a close relationship with other team members, so I know they are always there to phone if I need anything. There is also an open-door policy with my manager and with senior leadership. I have monthly meetings with my manager to discuss how things are going. " and "I feel very supported as I have a manager that gives me her full support and confidence; she is available, approachable and honest. I know that I also have access to many people within Rainbow Trust that I can reach out to. In addition to weekly team meetings, I have monthly managerial and non-managerial Supervision sessions."

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

- The provider held team meetings with staff where their views were heard, these included meetings for care staff and management. One staff member said, "Suggestions and concerns have been listened to and acted upon. I have also received feedback and updates from my manager and feel that my opinions and thoughts are respected and valued."

- Annual surveys were sent out to clients, the feedback from the 2021 survey was extremely positive and we saw the provider had taken on feedback and suggestions from relatives.

Working in partnership with others and continuous learning and improving care

- The service had created long standing and invaluable partnerships with people, relatives and other healthcare professionals. To support families of seriously ill children, they collaborated closely with hospitals, hospices, palliative care networks, counselling services, and other organizations.

- Care records showed involvement from other agencies and staff had used the advice and guidance provided to help with people's care planning.

- Innovation was shared across the organisation. Staff meetings were set up to share best practice and positive stories of how people had achieved their goals.

- With the goal of offering as many activities for the kids to partake in or take visits to theme parks or soft play centers, the service had established strong partnerships with local companies and the community.

- The service provider encouraged its staff to be creative and progressive. For example, the Magic Wand and Never Alone videos, which featured children using the service, were made with the support of the staff and put on their website to increase awareness and demonstrate the impact the service has.