

Caring Personal Assistants Ltd

Caring Personal Assistants Ltd - Head Office

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service:

Caring Personal Assistants Ltd is a domiciliary care agency which provides personal care to adults with a range of support needs in their own homes.

The Care Quality Commission (CQC) only inspects the service being received by people provided with 'personal care'. Where they do we also take into account any wider social care provided. Caring Personal Assistants Ltd was providing personal care to three people at the time of the inspection.

People's experience of using this service:

Staff were provided with an effective induction and relevant training to make sure they had the right skills and knowledge for their role. Staff were supported in their jobs.

People were consulted and listened to about their care and support needs. People were supported to have maximum choice and control of their lives.

People were supported to maintain good health and have access to health and social care services as required.

There were effective systems in place to monitor and improve the quality of the service provided.

The service had up to date policies and procedures which reflected current legislation and good practice guidance.

Rating at last inspection:

Good (report published on 23 November 2018).

Why we inspected:

This was a focused inspection to check the progress the registered provider had made following our inspection on 10 and 11 October 2019 when we found one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, relating to good governance.

The team inspected the service against two of the five questions we ask about services: is the service well led and is the service effective? No risks, concerns or significant improvement were identified in the remaining key questions through our ongoing monitoring or during our inspection activity, so we did not inspect them. The ratings from the previous comprehensive inspection for these key questions were included in calculating the overall rating in this inspection.

Following the previous inspection we asked the provider to complete an action plan to show what they would do and by when to improve the key question of well-led to at least good. During this inspection we

found improvements had been made in this area and the service was no longer in breach of regulations.

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

Good ●

The service remained Good.

Details are in our Effective findings below.

Is the service well-led?

Good ●

The service improved to Good.

Details are in our Well-Led findings below.

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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 adult social care 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. It provides a service to adults with a range of support needs, including older people and younger disabled adults.

Not everyone using Caring Personal Assistants Ltd receives support with the regulated activity of 'personal care'; 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 provided. At the time of this inspection three people were being supported with personal care tasks.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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. The registered manager was not available to speak with during this inspection.

Notice of inspection:

This inspection was announced, which meant the provider was given 48 hours' notice of our inspection visit. This was because the location provides a small domiciliary care service and we needed to be sure that someone would be available to meet with us.

On the 31 May 2019 we visited the office location. On the 3 June 2019 we spoke over the telephone with one member of care staff.

What we did:

Due to the timescales of this inspection we did not ask the registered provider to complete a Provider Information Return. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

Before this inspection we reviewed the information we held about the service, which included correspondence we had received, and any notifications submitted to us by the service. Statutory notifications are information the registered provider is legally required to send us about significant events that happen within the service. For example, where a person who uses the service has a serious injury.

Before this inspection we contacted staff at Healthwatch Sheffield and they had no concerns recorded. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

During the inspection we met with the nominated individual and deputy manager. We spoke with one member of care staff. We spent time looking at written records, which included three people's care records and other records relating to the management of the service.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

Good means: People's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

- At our previous inspection on 10 and 11 October 2018 we found staff were not receiving supervision in line with the provider's own supervision policy. Supervision is regular, planned, and recorded sessions between a staff member and their manager to discuss their work objectives and wellbeing. We spoke with the nominated individual about this and they told us they were reviewing the frequency of supervision. During this inspection we found the supervision policy had been updated to reflect each member of staff would receive a yearly appraisal and supervision when requested. An appraisal is usually an annual meeting a staff member has with their manager to review their performance and identify their work objectives for the next twelve months.
- Staff spoken with confirmed they felt supported by the nominated individual and registered manager. One member of staff told us, "I feel totally supported, no problems at all, [Names of nominated individual and registered manager] are very accessible. I can ring up or call into the office anytime."
- We saw records of supervisions and appraisals taking place.
- Staff spoken with confirmed they had an induction to their role, which included shadowing more experienced members of staff and completing mandatory eLearning training. Mandatory training is training the provider thinks is necessary to support people safely. The nominated individual told us all staff completed 22 mandatory eLearning courses. This included understanding safeguarding, and safe moving handling practices. The nominated individual told us staff were given practical moving and handling training in people's homes.
- Staff were also encouraged and supported to complete National Vocation Qualifications (NVQ) training in health and social care.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- We saw evidence on people's care records the nominated individual or registered manager had visited people at home to assess their care and support needs to ensure they could provide an appropriate service. A comprehensive care plan was then developed with people which included their support needs and personal preferences.

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 was working within the principles of the MCA.

- Staff we spoke with confirmed they had received training in this area.
- From people's care records it was clear if they had capacity to consent to their care and treatment. At the time of this inspection all people receiving a 'personal care' service could give consent. We saw people had signed their consent to receive care and support from the service on their care records.

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

- Some people required assistance with eating and drinking. We saw people's food and drink preferences were recorded in their care records. All staff we spoke with had a good knowledge of people's preferences and requirements.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The care records we looked at showed people were supported to access to a range of health and social care professionals. One social care professional had provided this positive feedback about the service, "We absolutely value [Caring Personal Assistants Ltd] workers and know they regularly, if not daily go above and beyond for [Names of two people receiving a service] in very difficult circumstances."

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.

Good means: 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

- At our previous inspection on 10 and 11 October 2018 the provider was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Good governance. This was because the provider did not always formally record audits, which meant there was not an effective system in place to assess, monitor and improve the quality of the experience of people receiving services. During this inspection we found improvements had been made and the provider was no longer in breach of this regulation.
- Quality monitoring and governance processes are systems that help providers to assess the safety and quality of their services, ensuring they provide people with a good service and meet appropriate quality standards and legal obligations. The nominated individual told us they continued to undertake audits of care records, support logs and medicines administration records (MARs) when they visited people at home and when completed logs were returned to the office. The deputy manager showed us the electronic system they used for tracking when audits were due to be completed.
- We saw copies of recent audits and records of six-monthly spot checks of staff competency taking place.
 - The provider had purchased a comprehensive set of policies and procedure relating to all aspects of service delivery from a private company. The company kept these under review and emailed updates to the provider to ensure they reflected current legislation and good practice guidance. Staff could access these via an app on their mobile telephones or look at paper copies held in the office. All the procedures had been updated by the registered manager and nominated individual to reflect local guidance and contact details where appropriate.

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

- People were asked for views of the service as part of the review process. People's care and support needs were reviewed annually or sooner if required.
- All the review records we looked at contained overwhelmingly positive comments about the service people received from Caring Personal Assistants Ltd.
- Staff had been consulted about team meetings and were of the view they didn't need them, in part because of the geographical location of the office. Staff also told us they saw each other when they were out supporting people in their homes. One member of staff told us, "I see my colleagues all the time, and I can use the log book to leave any messages."
- The deputy manager had produced a newsletter for staff earlier in the year and planned to do this again on a more regular basis.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility; Working in partnership with others

- A notification should be sent to the Care Quality Commission every time a significant incident has taken place. The nominated individual told us they were aware of their obligations for submitting notifications in line with the Health and Social Care Act 2008. Evidence gathered prior to the inspection confirmed this.
- Under the Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015, providers have a legal duty to display the ratings of CQC inspections prominently in both the office and on their website, if they have one. We saw found the service had met this requirement.
- The nominated individual and registered manager liaised with other health and social care professionals to discuss changes and give updates regarding people's care and support needs.