

G & P Healthcare Limited

# G&P Healthcare Limited

## Inspection report

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## Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Good 

Is the service well-led?

Outstanding 

# Summary of findings

## Overall summary

### About the service

G&P Healthcare Limited is a domiciliary care service delivering care and supporting people in their own homes. It delivers services to both adults and children and young people. At the time of the inspection the service was supporting three adults and five children and their families.

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 and relatives told us the care they received was exceptional and highly tailored to their individual needs. Professionals praised the service and said the care people received was extraordinary and outstanding. People and relatives were encouraged to express their views about the care and were involved in decisions making, as far as they were able. Staff had a deep understanding of people's individual choices and fully respected their right to privacy. People were encouraged to maintain their independence and staff supported them to extend their abilities.

The registered managers had an exceptionally clear idea about the service they wanted delivered, that was high quality and very personal. Professionals told us the provider was one of the best services they had ever worked with. They told us the service was an excellent and willing partner in ensuring and delivering high quality care. People were supported to input into the service and the delivery of their care packages. Staff and managers maintained their skill and knowledge and professionals told us the service was highly accomplished in supporting people.

Care plans and care delivery were extremely personal and tailored to the needs of the individual. Professionals confirmed the support people received was fully focussed and particular to each person. People's communication needs were well supported, allowing them to wholly contribute to the care process. People were supported to engage in a range of activities and maintain contact with their families and local communities.

Parents felt the children and young people the service cared for were safely supported. The provider had dealt appropriately with any potential safeguarding concerns and whistleblowing matters. Risks were assessed and mitigated to keep people safe. Staff recruitment was carried out safely and effectively. People were correctly supported with their medicines.

People's needs were fully assessed, and their choices respected during the delivery of care. Staff had received a range of training specific to the needs of the individuals they cared for. People were supported to maintain their wellbeing and were encouraged to sustain a healthy diet. Staff worked extremely closely with an extensive range of other agencies to ensure care and support was delivered seamlessly.

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. There was no one being supported by the service who was under any legal restrictions.

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 16 August 2017.)

Why we inspected

This was a planned inspection based on the previous rating.

## 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 effective?

Good ●

The service was effective.  
Details are in our effective findings below.

### Is the service caring?

Outstanding ☆

The service was exceptionally caring.  
Details are in our caring findings below.

### Is the service responsive?

Good ●

The service was responsive.  
Details are in our responsive findings below.

### Is the service well-led?

Outstanding ☆

The service was exceptionally well-led.  
Details are in our well-led findings below.

# G&P Healthcare 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 Care Act 2014.

#### Inspection team

The inspection was undertaken by one inspector.

#### Service and service type

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

The service had two managers registered with the Care Quality Commission, each covering a particular area of specialism. 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

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 provider or registered managers would be in the office to support the inspection.

Inspection activity started on 24 February 2020 and ended on 3 March 2020. We visited the office location on 24 February 2020.

#### What we did before inspection

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 the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

#### During the inspection

We visited the home of one person who used the service and spoke two parents of young people supported by the service about their experience of the care provided. We spoke with one of the registered managers.

After the inspection –

Following the inspection, we spoke with five professionals about their experiences of working with the service and their views on the care provided. We also spoke with four members of the care staff team. One relative sent us written information and gave us permission to quote from this letter. We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records.

# 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 good. At this inspection this key question has remained the same; good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The service was safe and systems were in place to protect people from abuse. Where any safeguarding concerns had been raised the registered managers had dealt with them appropriately and referred matters to the local safeguarding team. Staff had received training in both safeguarding adults and children.

Assessing risk, safety monitoring and management

- Systems to assess risks were in place and action to mitigate risk taken, where necessary. Risk assessments were undertaken as part of an assessment process and covered the home environment and issues related to direct care

Staffing and recruitment

- Staff recruitment was safely and effectively managed. The registered managers had carried out appropriate checks including the undertaking of Disclosure and Barring Service (DBS) checks.
- People received care from dedicated team of staff employed to meet their specific needs.

Using medicines safely

- Medicines were managed and administered safely. Medicines records were complete, and staff had received training with regard the safe handling of medicines. The registered managers carried out regular audits on medicines.

Preventing and controlling infection

- The service had appropriate procedures in place to management and prevent infection. People told us staff wore protective equipment when carrying out personal care or specific procedures.
- Practices to prevent infection were included in care plans. Staff had received training in infection control.

Learning lessons when things go wrong

- The registered manager spoke about action the service had taken in the light of lessons learnt. She told us the service had updated its processes for supporting people with their finances to ensure better oversight.
- There had been no falls or significant incidents within the last 12 months.

# 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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same; good. This meant 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 needs had been fully assessed and care plans written to support these needs. Plans included information about people's personal choices and particular likes and dislikes.
- Care delivery was in line with national guidance. Professionals told us care staff always followed clinical advice and would raise concerns if they felt care approaches needed to be changed or updated.

Staff support: induction, training, skills and experience

- Systems to manage staff training and support were in place. Staff files indicated a range of training had been undertaken within the last 12 months.
- Where specialist equipment or approaches were used then staff received detailed training. Professionals told us staff were highly skilled and they had confidence in their abilities.
- Staff had received ongoing support through regular supervision sessions and an annual appraisal.

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

- People were supported to maintain an adequate diet. Care plans gave detailed information about how staff should support people with food and fluids. Where people received specific care in relations to eating and drinking, such as the use of feeding tubes, staff had received detailed training and had been assessed as competent.

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

- The service worked extremely closely with a range of other agencies to provide co-ordinated packages of care. Professionals told us the service worked very well in partnership with others. They told us staff were enormously proactive in observing changes in care needs and alerting other professionals to additional requirements.

Supporting people to live healthier lives, access healthcare services and support

- People were supported to access a range of healthcare services and appointments. Staff worked extremely closely with a number of health professionals to deliver joined-up health care. Health professionals told us all staff were well skilled in identifying health issues and proactively alerting health professionals before problems deteriorated significantly.

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. People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

- We checked whether the service was working within the principles of the MCA. There was no one using the service who was subject to any legal restrictions.

# 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 the last inspection this key question was rated as good. At this inspection this key question has improved to outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

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

- People were fully supported and received high quality and detailed personal care. Staff had a thorough understanding of people's personal requirements and respected and supported their diversity. Staff went out of their way to support one person to establish and maintain contact with their local ethnic community. The service supported a young person to travel to another part of the country to celebrate a religious festival with close family.
- People or parents told us the service they received was highly individual to their needs. They said it respected and supported family life, values and individual choice. Parents told us, "They are caring for one of the most precious things and I am confident the care staff are as good as they can be. They really want to look after them and keep them safe. That is more important than qualifications" and "They want to do a good job – one care worker has personal experience of the situation, which is a big help. They are really warm. They notice things; their subtle ways, things they like and dislike."
- Professionals told us the service was extremely polished and highly regarded. They praised all staff in the organisation for their proactive approach and their commitment to caring for the individual as a person. Professional comments included, "They are fantastic - a brilliant care team. They are way above any other care team that I'm working with at the current time. One of the best I've worked with" and "They are very encouraging overall and it is clear at all levels that they are committed and what comes first is the needs of the client and that they really have the client at heart."

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

- People and families were fully supported to express their views and were thoroughly involved in making decisions about care. One professional told us care staff had worked extremely well with an individual which allowed the person to make dramatic improvements in their verbal communication. The service purchased and installed an electronic device for one person allowing them to request music, listen to books or access local information whenever they wished. One professional told us, "They are really good – highly respectful. This is how (person) responds best and they give them time to respond and to make decisions. They set the environment and the situation to give (person) the best choices possible. They will take time and (person) responds to that."
- During a visit to one person's home we observed that staff ensured the individual was able to make choices about their care. Staff demonstrated alternative methods of supporting the person to make choices and showed they had an exceptional understanding of the individual's communication through sign and gesture.
- The registered managers visited every individual who was under the care of the service weekly. As part of the quality checks carried out by the registered managers they spoke with each person or family directly, to

ensure they understood the current care issues and could adjust care in the light of these discussions.

- The provider carried out an annual questionnaire, sent to people or families, to ascertain their input into the service delivered. The most recent survey was undertaken in February 2020 and was enormously positive about the service with all questions in all areas rated as 'outstanding'.

Respecting and promoting people's privacy, dignity and independence

- The service worked extremely hard to ensure people's privacy and dignity were upheld. Staff had a strong regard for maintaining people's independence and extending their skills to improve their abilities. One family told us how care staff had supported a young person to attend nursery and make friends. One parent told us, "As a Mum I wanted to be around at first but I feel confident to leave them now. They are really sensitive to their needs. I'm really impressed with the two ladies."
- Professionals told us maintaining people's dignity was at the centre of all that care workers did. Staff were exceptionally skilled at promoting people's independence and providing opportunity for them to develop new skills and abilities. One professional told us, "They treat (person) beautifully, with respect and dignity. They all genuinely really care. They absolutely have the best interests at heart. They support the whole team."
- One relative wrote about the care their relation received whilst living with dementia and gave us permission to quote from their letter. They wrote, "Without the outstanding support we enjoyed from the entire team it would have been a far greater ordeal. And thanks to the framework of care built around (relative), they remained able to find some happiness and even occasionally joy. Given the circumstances, their quality of life was as high as it could possibly have been."

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same; good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- The service supported people to have choice and control over the care they received. People had individualised care plans, which detailed each person's individual care and the action staff should take to support them. Care plans and care delivery were reviewed frequently.
- Care plans ensured staff provided consistent support for people which was person-centred. They had a good understanding of people's needs and supported people to maintain their individuality. One person preferred the colour pink and staff had supported them to obtain specialist equipment in this colour scheme.
- Care plans detailed how people were involved, where possible, in agreeing to team competency and in reviews of care.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People's communication needs were assessed. Where a person had communication needs then staff supported these. One individual used signs as part of their communication and staff understood these. Care staff also used pictorial aids to help people make choices.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were supported to continue and develop their interests, to access the community and maintain contact with friends and relatives. One person was supported to visit various local places of interest and go out for meals. Staff also supported the individual to maintain contact with their chosen church.
- Parents told us staff were extremely sensitive to the nature of the family unit and ensuring this was maintained.

Improving care quality in response to complaints or concerns

- The service had in place a complaints process and people were aware of who to contact if they had any issues or concerns. There had been no formal complaints received by the service in the last 12 months. Parents told us any issues they did raise were immediately addressed.

End of life care and support

- The service was aware of the support people may need at this important time of their lives. At the time of the inspection no one was receiving end of life care. Both registered managers had a background in nursing and had worked in environments linked to end of life care.
- One relative wrote to us about the exceptional care their relation had received at this important time. They told us, "I will never forget the solace that (care staff) gave not only to (relative) but also to me that night, with their unique combination of love, skill and experience."

# 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 the last inspection this key question was rated as outstanding. At this inspection this key question remained the same; outstanding.

This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

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

- The service delivered high quality care that achieved exceptional outcomes for people, from staff who worked to empower individuals as much as possible. The registered managers had a strong ethos of providing highly personalised care that supported people to live positive lives. One person, who had previously been reluctant to access the community was now enthusiastic about going out and visiting a range of places. A professional told us, "I have found they are one of the best teams I have ever worked with. Absolutely brilliant and professional. And I don't say that lightly."
- Care delivered was outstandingly inclusive and individuals were supported to achieve as much as they could. People and professionals said the service encouraged people to achieve exceptional outcomes and extend their abilities. Professionals told us, "They are at the top of the care companies that we work with. They are a lot better than many of the contracted ones. They are conscientious and reliable. They also pick up on things beyond the care plan and support. They help the family with the day to day things. This helps the family and helps to reduce the tension. The care staff do a lot in reducing the tension, they use their own initiative around the home; a lot more than any of the other providers we work with."

Working in partnership with others

- The service worked in very close partnership with an extensive range of services. There was clear evidence of the team working in collaboration with occupational therapists, speech and language therapists, physiotherapists and specialist nurses.
- Professionals said the service was an active contributor to the multidisciplinary team and stated all staff made important and valuable contributions to care discussions and decisions. Professionals told us, "They come and attend the MDT. One of the lead carers will attend. Their information is always concise, appropriate and helpful. They are an outstanding care team. I've worked in the NHS and private. Head and shoulders, they are the most consistent and best team I have ever worked with" and "They are a dream and lovely to work with and it's a pleasure to be part of the team."

Continuous learning and improving care

- Professionals told us staff were exceptionally quick in developing new skills and carrying these out effectively and efficiently. They praised the registered managers for their oversight of these skills and for their own contribution in sharing skills with other professionals. One professional said, "Care staff have the

right skills. The registered manager was very careful to ensure they could deliver the level of support that was needed. She got in touch with an epilepsy nurse from the RVI (hospital) when she felt the staff needed more training. She is very proactive. She ensures they are regularly updated and regularly reviews the training."

- Care staff told us that the registered managers or outside health professionals provided training for clinical tasks, such as dealing with tracheostomies. These skills were frequently reviewed to ensure staff remained fully competent.
- Relatives told us the staff were extremely efficient and skilled in supporting their loved ones. One relation wrote to us saying, "Some of the team reached a level of proficiency well beyond what would normally be expected of the very best full-time dementia care professionals."
- Both registered managers were registered nurses and worked additional shifts within local health services to help maintain their knowledge and skills.

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 managers were aware of their responsibilities under the duty of candour. There had been no formal complaints that required the provider to exercise this duty. One professional told us, "(Registered manager) is open and honest. She doesn't just look at the care package but the capability of the service. They recruit staff individually for each care package and so communicate excellently with us and the family about timescales and progress. If they feel they cannot support a package they will say so from the start."

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

- The service had in place highly effective processes to monitor the quality of the care delivered and ensure risks were identified and mitigated. Since the last inspection the provider had registered two registered managers, each with a specific focus of either adult care or paediatric care. One professional told us, "They are very responsive to the quickly changing needs. They anticipate things - read the situation - very on the ball. They keep in contact with the professionals and keep us up to date about changes and any additional support needed."
- The registered managers visited each person or family receiving care on a regular basis. They reviewed care documentation, audited medicine administration, always spoke with the individual and met with staff to ensure they were up to date with care details and address and personal issues. One professional told us, "(Registered manager) is really good. I've not known another manager who keeps in touch, advises and is so involved in the care plan and direct care. She knows what is going on and supports the care workers when they need assistance."

The provider was meeting regulatory requirements.

- The provider was meeting all legal requirements. The most up to date quality rating was displayed in the office and on the company website. The registered managers had notified the CQC of key events occurring during the delivery of care.

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

- The service worked extensively to ensure people and relatives were fully involved in care decisions and achieved this through a range of systems and accessible processes. Care staff worked with other professionals to produce information for relatives whose first language was not English.
- Professionals told us the service was highly inclusive and always had the preferences and rights of the individual at the fore, when considering care delivery of care options. They told us staff went out of their way to ensure people were able to maintain as much autonomy as possible.

