

Fabeliz Services Limited

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Inspection report

The Old Grain Loft Harepath Farm
Burbage
Marlborough
SN8 3BT

Tel: 07557967208

Date of inspection visit:
30 March 2023
06 April 2023

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24 May 2023

Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement 

Is the service well-led?

Good 

Summary of findings

Overall summary

About the service

Fabeliz is a Domiciliary care agency providing the regulated activity personal care, to people in their own home. At the time of our inspection, there were 18 people using 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. At the time of our inspection, 9 people were receiving personal care from the service.

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

Staff had not always been recruited in line with industry safety standards and people's topical medicines were not always administered in line with best practice. Where accidents and incidents occurred, staff and management took appropriate action to support people and reduce the risk of reoccurrence. People told us they felt safe. People were supported by staff who were trained in and had a good knowledge of safeguarding principles.

The service was led by a registered manager who valued person centred care and supported people and staff in line with these values.. The registered manager maintained good relationships with health and social care professionals and worked closely with professionals to ensure good outcomes for people. However, quality assurance systems were not always effective in identifying areas for improvement

Rating at last inspection

The last rating for this service was good (published 21 November 2018).

Why we inspected

The inspection was prompted in part due to concerns received about management of oral medicines, not working with professionals effectively and inappropriate staff practice.

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.

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

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

Enforcement and Recommendations

We have made recommendations regarding the service's current quality assurance systems, medicines management and recruitment processes.

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?

Requires Improvement ●

The service was not always 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.

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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. 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

This inspection was completed by one Inspector and one 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 service. 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 30 March 2023 and ended on 6 April 2023. We visited the location's office/service on 30 March 2023 and 6 April 2023.

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 such as statutory notifications and information shared with CQC by members of staff, the public and professionals.

We used all this information to plan our inspection.

During the inspection

We reviewed 4 people's care plans, 2 staff files and several other documents relating to people's care and the management of the service.

We spoke to four people who use the service, 2 professionals and six members of staff including care staff and the registered manager.



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 has changed to requires improvement.

This meant some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed.

Assessing risk, safety monitoring and management

- The service had risk assessments in place, however these did not always give clear guidance to staff to reduce people's risk. For example, not all people had a fire risk assessment with guidance to staff on how to support people in their homes in the event of a fire.
- We raised this with the registered manager who took immediate action, risk assessments were in place for people when we visited the service for the second day of inspection.
- People told us they felt safe when receiving support from the service, comments included, "I have always felt safe with them" and "I'm doing fine, I've been with this agency for over 6 years and I've always felt safe with them"

Staffing and recruitment

- Recruitment had not always been completed in line with Schedule 3 of the Health and Social Care Act. We saw people did not always have enough references and some people had no references from their previous employment working in health and social care.
 - We discussed this with the registered manager who told us they had other safety measures in place such as longer shadowing periods, however these had not been formally recorded in a risk assessment.
- On the day of our second inspection, we saw that risk assessments had been written for some staff and the registered manager was in the process of completing these for any staff who required one.
- The registered manager completed pre-employment checks such as a full work history, photographic ID checks and checks with the Disclosure and Barring Service (DBS) prior to starting work with the service. The DBS helps employers make safer recruitment decisions and helps prevent unsuitable people from working in care services.

We recommend the service reviews current recruitment processes to ensure recruitment is in line with relevant legislation.

Using medicines safely

- The service did not always record administration of topical medicines in line with best practice guidance. The service recorded creams that had been administered on a document called 'Application of prescribed creams.' However, this document did not include guidance for staff on what medicines were prescribed, how often they should be administered or where they should be applied.
- People's care plans identified that people required creams however, it was not clear which creams were required and how they should be administered.

- We raised these concerns with the registered manger. On the second day of inspection, the registered manager showed us a new topical MARs sheet that included more guidance for staff including a body map. They told us these would be implemented immediately.
- Oral medicines were recorded, administered, and disposed of in line with guidance.

We recommend the service reviews it's processes for administration and recording of topical medicines.

Systems and processes to safeguard people from the risk of abuse

- The service had a system in place to identify safeguarding concerns and refer them to the appropriate agencies where needed.
- Staff we spoke with had received training in safeguarding and knew how to identify and report signs of abuse.
- Staff told us they were confident any concerns reported to the registered manager would be acted on appropriately.

Preventing and controlling infection

- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider's infection prevention and control policy was up to date.

Learning lessons when things go wrong

- The manager reviewed accidents and incidents and took appropriate action to mitigate future risks.
- Falls were reviewed regularly to identify patterns and trends that may help reduce future risk for people.

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.

- The registered manager had a strong person-centred ethos which was reflected in the attitudes of the care staff we spoke to.
- Staff we spoke to told us they felt well supported by the registered manager. Comments included "[Registered Manager] does try and go above and beyond to be honest, work or personal, she's there" and "[Registered Manager] is very approachable, she's always at the end of the phone when I need her, she'll pick up the phone or text, she's always there when help is needed."
- Staff spoke highly of the values held by the registered manager, one staff member told us, "The people we support are in the forefront of everything, [registered manager] will fight for people's needs, she's not afraid to fight, her values are great, and the company values are her values."
- People told us they were happy with the service they received from Fabeliz; comments included "Fabeliz are excellent. They really look after me" and "I've got a good relationship with them".

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; 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 quality assurance systems in place, however these had not identified some of the concerns found in this inspection, such as management of topical medicines and risk assessments.

We recommend the registered manager reviews their current quality assurance systems to ensure areas where the service may not be working to best practice guidance, are identified and addressed in a timely way.

- The registered manager was aware of their responsibility to make notifications to the CQC as required by law, and to the local authority.
- Staff understood how to report relevant incidents to the registered manager and were confident that these would be acted upon.
- The provider was aware of their responsibilities under the duty of candour.

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

- People and relatives' views had been sought through regular surveys along with regular contact by the registered manager to ensure they were happy with the service received.
- People and staff told us they were able to feedback to the registered manager about the service and felt their opinions were listened to. One staff member told us "[registered manager] is very very approachable, I have never ever had any issues with raising concerns or being offered support."

Continuous learning and improving care; Working in partnership with others

- The registered manager told us how she would share learning with care staff through a team WhatsApp group.
- The registered manager told us they were passionate about improving the public perception of caring careers and was working hard to promote a career path for care staff at the service.
- The service worked closely with other professionals. Professionals told us the service worked with them effectively, communicated people's needs in a timely way and acted appropriately on advice. One professional told us "They are very vigilant" and "They have got a very good relationship with our team".