

# Bay Home Care Limited

# Bay Home Care

## Inspection report

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### Ratings

#### Overall rating for this service

Good 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Good 

### Overall summary

We carried out this announced inspection between 10 July 2015 and 10 August 2015. The provider was first registered to provide personal care to people in their own homes in June 2014.

Bay Home Care provides personal care and support to adults living in their own homes. The agency is based in South Cumbria and provides support to people in Grange over Sands and the surrounding areas. Services offered by the agency include personal care, shopping, housework and preparing meals. When we carried out this inspection the agency was providing support to 24 people.

The service provided support to people who arranged and paid for their own care.

There was a registered manager employed at the service. A registered manager is a person who has registered with the Care Quality Commission 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.

People received a high quality of care that met their needs and promoted their independence. They received support from a small team of staff who they knew and who understood the support they required. People were

# Summary of findings

treated with kindness and respect and liked the staff who visited their homes. There were enough staff to provide the care people required. The staff had completed training to ensure they had the skills to provide the support individuals needed.

People were safe receiving care from this service. The care staff knew how to identify and report concerns about a person's safety. Safe systems were used when new staff were employed to check that they were suitable to work in people's homes. This helped to protect people from the risk of abuse.

People's rights were protected. They were included in agreeing to the support they received and were asked for

the views about the service. The registered manager was knowledgeable about the Mental Capacity Act 2005 and about their responsibility to protect the rights of people who could not make important decisions about their lives.

This was a small service that had been established in response to a need for a local service that could support people in rural areas around Grange over Sands. The managers of the agency were also the owners and were well known by people who used the service. The managers worked delivering care and maintained a good oversight of the quality of the service.

# Summary of findings

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

We always ask the following five questions of services.

### Is the service safe?

The service is safe.

People were protected from abuse because the staff knew how to identify and report concerns and new staff were checked to ensure they were suitable to work in people's homes.

There were enough staff to provide the support people required.

Medicines were handled safely. People received their medicines as they needed, this helped to maintain their health.

Good



### Is the service effective?

The service is effective.

All the staff employed by the service had completed training to give them the skills and knowledge to support people.

The registered manager was knowledgeable about the Mental Capacity Act 2005 and understood their responsibility to protect the rights of people who were not able to make important decisions about their lives.

Good



### Is the service caring?

The service is caring.

The staff were caring and respectful and provided a high standard of care.

People liked the staff who supported them and felt comfortable with them.

People's privacy, independence and confidentiality were protected.

Good



### Is the service responsive?

The service is responsive.

People were included in agreeing to the support they received and how they wanted their care to be provided.

The registered provider had a procedure for receiving and responding to complaints. People knew how they could complain about their support and were confident action would be taken if they raised any concerns.

Good



### Is the service well-led?

The service is well-led.

People who used the service knew the managers of the service and how they could contact them if needed.

The managers set high standards for staff to work to. People who used the service and the staff employed by the agency were aware of the managers' high expectations.

Good



## Summary of findings

The registered provider had good systems to assess the quality of the service. Where areas of the service could be further improved this was identified and action taken.

# Bay Home Care

## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.’

We carried out this inspection between 10 July and 10 August 2015. The inspection was announced. The provider was given 48 hours’ notice of our first visit to their office because the location provides a domiciliary care service and we wanted to ensure that the registered manager would be available to speak with us.

The inspection was carried out by one adult social care inspector.

Before the inspection we reviewed the information we held about the service. The inspector visited the agency office on 10 and 15 July 2015 and looked at care records for five people who used the service, training records for four staff and recruitment records for two staff. We also looked at records relating to how complaints were managed and how the provider checked the quality of the service provided. We gathered the views of people who used the service and their families by speaking with four people who used the service and three relatives of people who received care from the agency. We also spoke with the registered manager of the service, the care manager and three care staff.

# Is the service safe?

## Our findings

Everyone we spoke with told us that they felt safe with the support they received from this service. People told us that they trusted the staff who supported them. One person told us, “I feel safe, I trust the staff 100%”. Another person told us, “I definitely feel safe”.

People told us that the care staff gave them advice about maintaining their safety. People who used mobility aids to assist them said the staff knew the equipment they needed and encouraged them to use it to reduce their risk of falling.

People we spoke with said they would be confident to speak to a staff member or to one of the agency managers if they had any concerns about their safety or the safety of their relative.

All the care staff we spoke with told us that people were safe using this service. They told us that they knew how to identify abuse and said they would be confident to report any concerns to the registered manager of the agency.

The care staff told us that they had received training and support to ensure they could provide the care people needed in a safe way. They told us that they were given information about how to protect people from risks. They said that people’s care records held information about identified risks and said that new staff always worked with one of the managers of the service before working on their own. One staff member said, “[The care manager] went over everything I needed to do for each client, they were there to advise me and I knew I wouldn’t be left on my own until I was fully confident of what I needed to do”.

We looked at the care records for four people. We saw that hazards to individuals’ safety had been assessed and measures put in place to reduce or manage the risks identified. Where people were potentially at a higher level of risk, we saw that thorough and detailed risk assessments were in place. However where low levels of risk were identified, the risk assessments did not include detailed information for staff about how to manage the risk. We saw that the managers of the service were reviewing the risks assessments to ensure that they all held detailed information for care staff to refer to if they needed.

All the staff we spoke with told us that they had been trained to use equipment in people’s homes. This helped to ensure they had the knowledge to use equipment safely.

The staff we spoke with said that one of the managers of the service carried out unannounced spot checks as they worked in people’s homes. They told us that the managers checked that people were receiving support safely and that equipment was used as directed. The managers also worked with care staff delivering care and providing support and guidance. Care staff received the information and guidance they needed to ensure the safety of the people they cared for.

People who used the service and the relatives we spoke with said there were sufficient staff to provide the support people needed. They told us that support was provided by a small team of staff who they knew. They said that they were “always” introduced to any new staff. This meant people knew who would be coming into their home.

All the staff we spoke with said they had completed training in the safe handling of medicines. People who required support with managing their medicines told us that they had no concerns about the support they received. One person told us, “The staff know what they are doing with my medication”. We saw that people’s care records held information for care staff about how to support people with taking their medicines to ensure their safety and health.

The agency care manager had completed advanced training in the safe handling of medicines. This gave them the skills and knowledge to train the care staff and to assess their competence in handling medicines. Care staff told us that if the support a person required with medicines changed this was passed to them promptly. One care worker told us, “If we visit and find a person’s medication has been changed, we call [the care manager] and she either comes round straight away or gives us advice over the telephone and then the care plan is updated”. Care staff received the support, training and guidance they needed to handle medicines safely.

We looked at the processes used when new staff were employed. We saw that thorough checks were carried out on all new staff to ensure that they were safe to work in people’s homes. This meant people could be confident that the staff who visited their homes were suitable to work in a care service.

# Is the service effective?

## Our findings

People who used the service and the relatives we spoke with all made positive comments about the support provided by this service. They told us that the staff were trained and competent to provide the support they, or their relative, required. One person told us, “The staff are trained, they know what they’re doing” and another person said, “The staff are very well trained”.

The staff we spoke with told us that they received a range of training to ensure they had the skills to provide the support people required. One care worker told us, “We’re always having training, we get updates all the time, this company is really good at providing training”. The care staff told us that new employees completed thorough training before working in people’s homes. This was confirmed by the records we looked at.

The care staff told us that they had regular meetings with one of the managers of the service to discuss their practice. All the staff said that they knew how they could contact the managers of the agency if they needed advice about a person they were supporting. They told us, “We know [the registered manager] and [the care manager] are just on the other end of the phone. If we have any concerns we can always ring and they’ll either come out if they can or give you advice over the phone, I feel really well supported”.

People told us that the care staff always asked their agreement before providing their support. They told us that the care staff respected the decisions they made about

their care. One person said, “The staff always check with me, they ask what I want, I can refuse care if I want, I’m in control”. Another person told us, “The staff don’t take over, they know what to do but they ask what I want as well”.

All of the care records we looked at included guidance for staff about asking for people’s consent before providing their personal care. We saw that the care records gave advice for staff about how people communicated their wishes and how staff should communicate with them to ensure individuals were involved in decisions about their support.

Some people who used this service were living with dementia and required support to make important decisions about their lives. The registered manager of the service was knowledgeable about the Mental Capacity Act 2005 and about their responsibility to protect individuals’ rights.

Most of the people we spoke with did not require support with eating or drinking. We saw that where people needed support with meal preparation, this was detailed in their care plan. People told us that the care staff knew the meals they liked and how they wanted them to be prepared. One person told us, “[My relative] prefers their [care worker] salads to the ones I make”.

The people we spoke with did not require support from the care staff to arrange or attend health care appointments. They told us that the care manager had good links with local health and social care services and had helped them to gain advice or equipment if they needed this. One person told us, “[The care manager] has good links with the social workers and district nurses, she can usually ‘get things moving’ if we need anything at all”.

# Is the service caring?

## Our findings

People told us that they liked the staff who visited their homes and said they provided a high standard of care. People who used the service and the relatives we spoke with told us that the staff who worked at the agency were “wonderful” and “very caring”. One person told us, “The staff are brilliant, all of them, we’ve never had better” and another person said, “The staff are very caring, they’re respectful and professional, but you can have a laugh with them”. Everyone we spoke with said they felt comfortable with the staff who visited their homes, they told us that this was very important to them. One person said, “It’s not easy having staff in and out of your home, all our girls [care workers] are fabulous, they make you feel comfortable and that’s important”.

People told us that they were very happy with the care they received. One person said, “This service really is excellent, excellent staff and excellent care”. Another person told us, “I’ve used other care services but they weren’t a patch on this one; long may they keep coming!”

Everyone we spoke with said that the managers of the agency asked for their views about the support they received. They told us that they had been asked what support they wanted the service to provide and said that they had been included in planning their own care. People told us that one of the managers of the service carried out regular reviews of their care to check the service was continuing to meet their needs. They said they were asked for their views about the support they received at the review meetings.

Everyone we spoke with told us that the agency staff took appropriate action to maintain people’s privacy and dignity. One person said, “The staff are fabulous with [my relative], all personal care is provided in the bathroom or bedroom, always in private, they really treat [my relative] with respect”.

People told us that they valued the support they, or their relatives, received and said, “They, [the care staff and managers], have been fantastic, Manna from heaven, a Godsend to us”. Another person said, “We couldn’t do without them now”.

We saw that people’s care records were written in a positive way and included information about the tasks that they could carry out themselves as well as the support that they required. People told us that the care staff gave them the time they needed to carry out tasks themselves. This helped people to maintain their skills and independence. One person said, “There’s never any rush, the girls’ [care staff], don’t make me feel like I have to rush at all, they give me time”. Everyone we contacted said that the support they received helped them to maintain their independence.

People told us that they were confident the staff who visited their homes respected their personal information and maintained their confidentiality. One person said, “I’m sure they don’t speak to anyone else about us, they understand this is a small area, we don’t want people knowing our business”.



# Is the service responsive?

## Our findings

People who used the service and the relatives we spoke with told us that the service was responsive to their needs and to their wishes. One person told us, “The care is flexible to what we want”. People told us that when they needed to change their planned care they spoke to one of the managers of the service and this was usually agreed. One person said, “We needed extra support for a while, I spoke to [the registered manager] and it was agreed straight away”.

People told us that they were asked about the support they needed and how they wanted their care to be provided. They said that they had a care plan that detailed the support they required and the choices they had made about their care. They said their care plans were reviewed regularly and that they were involved in this process. One person told us, “[The registered manager] came and we went over the care plan”. People told us that they “always” received the support they requested. One person said, “The staff are all wonderful, they know what they are doing and they do exactly what we ask”.

We looked at the care records for five people. We saw that some of the care plans gave detailed information for staff about how to support people. We also found that some care plans identified the support people needed but did not give detailed information for the care staff about how to provide the person’s care. We saw that the care manager was in the process of reviewing these care plans to add more information.

All the staff we spoke with told us that they knew the support people needed and how to deliver individuals’ care because they had been shown by the registered manager or by the care manager. The staff also told us that

if the support an individual required changed they were informed of this immediately and the care plan was updated. People who used the service and the relatives we spoke with all confirmed that the care staff knew the support people needed and how to provide their care. Although some care plans needed to be reviewed to include more detail, people received responsive care that met their needs because the care staff knew the care people needed and how to deliver this.

The registered provider had a formal procedure for receiving and responding to complaints. People we spoke with said they had never made a complaint about the service but they knew how they could if they needed to. They told us that they were confident the agency managers were committed to providing a high quality service and would take action if they raised any concerns. One person told us, “I have no complaints at all, I’d speak to [the registered manager] if I wasn’t happy, but I think it’s an excellent service, nothing I can think of that they need to change”.

All the care staff we spoke with said they knew how people could complain about the service and said they would be able to assist a person to do so if they required this. One staff member said, “If anyone told me that they weren’t happy, I’d tell them to speak to [the registered manager] or I’d speak to them on their behalf if they preferred”.

The service had received one formal complaint since it was first registered to provide personal care. We looked at the records around the complaint. We saw that the complaint had been investigated fully and a written response to the complaint had been given to the person who raised it. We saw that appropriate action had been taken to resolve the issue raised. This showed the provider took action if people shared concerns with them.

# Is the service well-led?

## Our findings

People who used this service told us that they knew the managers of the agency, who were also the owners. People told us that they felt the service was “very well managed”. They said that the managers of the service were “visible” and “accessible” and said they were always able to contact one of the managers if they needed to.

People we spoke with told us that they liked the managers of the agency. Most people told us that the managers were “approachable” and “easy to talk to”. Two people told us that they preferred to speak to one manager, as the other could at times appear to be “abrupt” and one person said, “You have to pick your time to speak to [the manager]”. However, this concern was not shared by any of the other people we spoke with. People who used the service also told us that if they had raised a concern with either of the agency managers, this had been resolved promptly.

When we carried out our inspection there were eight care staff employed at the service as well as the registered manager and care manager. The managers of the service also worked providing care and support to people. They told us that they were planning to reduce the amount of care they delivered in order to ensure they had sufficient time to carry out their management roles. People we spoke with told us that they felt the managers had very good oversight of the service because they provided care and worked with staff delivering people’s support. This meant that they were regularly in contact with the care staff and with people who used the service and were able to gather their views about the quality of the service on an informal basis.

All the care staff we spoke with told us that the managers of the service set very high standards. People who used the service confirmed this. One person said “[The service managers] set high standards, [the care manager] has very exacting standards and makes sure things are done how they want”. Everyone who used the agency said they would recommend the service to other people.

The registered manager used a range of formal systems to monitor the quality of the service. People who used the agency and their relatives had been asked to complete quality surveys to share their views of the service with the managers. We saw that all of the quality surveys that had been given to people had been completed and returned. Comments in the surveys included, “This company exceeds expectations” and “The service is excellent”. We saw that people had also stated they would be confident to contact the managers of the agency if they had any concerns. We looked at all of the completed surveys and saw that no concerns had been raised by people who used the service or their relatives.

The managers of the agency had a clear vision for the service. They told us that they had identified a need for a “local service” that focused on providing personalised, high quality care to people. People who used the service told us that the agency was meeting this aim. They said, “This is a little, local service. The owners know every client and every member of staff and they make sure the standards they expect are achieved”. All the staff we spoke with told us that they were confident people received personalised, high quality care and knew that this was the expectation of the managers.

Care staff who had experience of working for other providers of personal care told us they thought Bay Home Care provided a higher quality of care than the services they had previously worked at. One member of staff told us, “This service is far better than [previous employer]. Another person said, This is the best managed service I’ve worked at, the focus is really on quality”.

We saw that the managers of the service had identified where records could be improved and were reviewing care plans and risk assessments to ensure care staff had detailed written guidance on how to support and protect people. This showed that they assessed the quality of the service and took action where aspects of the service could be improved.