

Choice Care 4U Services Limited

# Choice Care 4 U Services Ltd

## Inspection report

Unit 8 Trident Business Park  
Chichester Road, Selsey  
Chichester  
West Sussex  
PO20 9DY

Tel: 01243607502

Date of inspection visit:  
15 March 2016

Date of publication:  
19 April 2016

### 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 ●

# Summary of findings

## Overall summary

Choice Care 4 U Services Ltd provides care for people in their own homes. On the day of our visit the service was providing care to approximately 100 people with a range of needs including older persons and those living with dementia. People were supported with personal care as well as support for domestic tasks and shopping.

The service had a registered manager. 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 and associated Regulations about how the service is run.

People received a reliable service from regular staff. There were sufficient numbers of suitably experienced staff employed to meet people's needs. Thorough recruitment processes were in place for newly appointed staff to check they were suitable to work with people who may be at risk.

People were supported by staff to take their medicines and this was recorded in their care records. Checks were carried out to ensure staff were competent to administer medicines and that staff were following the correct procedures.

People, and their relatives, said they felt safe with the staff. There were policies and procedures regarding the safeguarding of adults. Staff were aware of the correct procedures to follow if they considered someone was being neglected or poorly treated.

Suitable training, support and induction was provided for staff so they could support people effectively. Staff told us they received regular training and that they had a good induction before they started to provide support to people.

Each person had a care plan which gave guidance to staff on supporting people safely. Risks to people were assessed and recorded. These included environmental assessments for people's homes so staff knew any risks and what they should do to keep people and themselves safe.

Staff received training with regard to the Mental Capacity Act (MCA) 2005 and associated legislation. People told us their care workers obtained their consent when providing care and support.

People were supported to eat and drink in line with their individual needs. The agency supported people to access healthcare professionals when needed.

People told us they were supported by staff who were kind and caring. People were able to express their views and were encouraged to be independent as possible. People said they were treated with dignity and respect. A complaints procedure was in place that enabled people to raise concerns and people were aware of this.

People said their needs were regularly reviewed and they were contacted on a regular basis to ensure that their current up to date needs were being met.

The provider had a policy and procedure for quality assurance. The registered manager and senior staff carried out checks to help to monitor the quality of the service provided. Quality assurance surveys were sent out to people, relatives and staff each year by the provider to seek their views on the service provided by Choice Care 4 U Services Ltd.

## 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.

There were sufficient numbers of staff to meet the needs of people safely.

Suitable recruitment checks were carried out so the provider could be assured that staff were suitable to work with people.

Potential risks to people were identified and managed. Risk assessments were in place and reviewed to help protect people from harm. Staff were aware of the procedures to follow regarding safeguarding adults.

### Is the service effective?

Good ●

The service was effective.

Staff received support and training so staff had the skills required to support people effectively. Staff completed a structured induction to equip them with the skills to work with people. .

People told us staff provided a good standard of care which they had agreed to. Staff were trained in the Mental Capacity Act 2005 so they would know what to do if people did not have capacity to consent to care.

Staff were aware of how to support people to receive a healthy diet. People were supported to access health care services when needed and staff worked with health care professionals to provide coordinated care to people.

### Is the service caring?

Good ●

The service was caring.

Positive, caring relationships had been developed between people and staff.

People were encouraged to express their views and to be involved in decisions about their care. Their privacy and dignity were promoted.

### Is the service responsive?

Good 

The service was responsive.

People received care and support that was personalised and responsive to their individual needs and interests.

Staff knew people well and how they wished to be supported. Care plans gave staff information to provide support for people in the way they preferred. Plans were regularly reviewed and updated to reflect people's changing preferences and needs.

Complaints were dealt with and responded to in a timely manner..

### Is the service well-led?

Good 

The service was well led.

There was a registered manager in post who was approachable and communicated well with people, staff and outside professionals.

People, relatives and outside professionals were asked for their views about the service through a survey organised by the provider so the quality of the service provided could be monitored.

The registered manager carried out a range of audits to monitor the quality of the service provided to people and to make any improvements.

# Choice Care 4 U Services Ltd

## 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. The inspection checked 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.

This inspection took place on 15 March 2016 and was announced. We gave the provider 48 hours notice of the inspection because it was a domiciliary care service and we needed to be sure that they would be in.

The inspection was carried out by one inspector and an expert by experience. An expert by experience is a person who has personal experience of using or caring for someone whose uses this type of service.

Before the inspection, we asked the provider to complete a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. They returned the PIR in good time and we used all this information together with other information we held about the service and the service provider to decide which areas to focus on during our inspection. This also included any statutory notifications sent to us by the registered manager about incidents and events that had occurred at the service. A notification is information about important events which the service is required to send to us by law.

During our inspection we looked at care plans, risk assessments, incident records and medicines records for four people. We looked at training and recruitment records for three members of staff. We also looked at a range of records relating to the management of the service such as staff rotas, complaints, records, quality audits and policies and procedures.

On the day of our inspection we spoke with the registered manager, a training provider, a community matron and the day to day manager. After the inspection, we undertook telephone interviews and spoke with 17 people who receive a service from Choice Care 4 U Services Ltd to ask them their views of the service they received. We also spoke to eight members of staff.

This was the first inspection to this service since it had moved location in June 2014.

# Is the service safe?

## Our findings

People told us they felt safe with the staff. People said the staff who provided support to them were very good and said they felt comfortable with them. One person told us, "Our safety is the agencies number one priority". Another said "I definitely feel very safe; my carers are all regulars and are lovely kind people. Other comments included "I can't tell you how satisfied I am with my carers without them I would be lost". "I am very happy; everything is working well for me." And my carers are a wonderful group of about seven who work on a sort of Rota – they are always on time and have never once let me down.

The registered manager had an up to date copy of the local authority safeguarding procedures and understood her responsibilities in this area. The service also had its own safeguarding policy and procedure which was provided to all staff and people. Staff were aware of and understood the different types of abuse. They knew what to do if they were concerned about someone's safety and had received training regarding safeguarding people. Staff told us that they would ensure people were safe and secure and report any concerns to the office. The registered manager told us people were supplied with an information pack which included information on how people could report any concerns they had.

Risks to people were assessed and included in their records. There was an environmental risk assessment of people's homes so staff could identify any risks to their safety. There were also risk assessments and management plans for supporting people with mobility and moving and handling. These risk assessments included information staff needed to minimise any risks so that people were kept safe.

There was an 'out of hours' service for people and staff. The registered manager told us and we saw that the out of hours phone number was clearly displayed in the front of people's information pack. People also had a list of relevant contact telephone numbers for advice and emergencies. The registered manager also told us that if anyone phoned the office out of hours a message gave details of the out of hours contact number.

Each member of staff was issued with a 'Staff Handbook'. This contained information about the provider's policies and procedures. There were details about working safely when working alone in the community and when in people's homes. The handbook also gave staff guidance on the importance of security of people's homes and the use of any key safe arrangements to gain access to people's properties; Staff were aware of what they should do in emergencies such as when they could not gain access to see a person in their home. There were also policies and procedures for this, which included instructions for staff to report these incidents to the provider's management team to follow up. This meant that appropriate action could be taken so people were safe.

There were sufficient numbers of staff to meet people's needs. The provider employed a total of 38 care staff who worked flexible hours on fixed contracts. We saw for the week of our inspection 750 hours of care was provided to people and the number of staffing hours available exceeded this. Each staff member was given a duty roster on a Thursday with the names of people and the times of the care call they were undertaking the following week. Staff told us that if there were any problems this gave them time to sort things out with the office team. Staff said they had sufficient time to carry out the tasks as set out in the care plans and

people told us they received a reliable service from consistent staff. People also told us they were routinely informed of the names of staff that would be visiting them. They were sent a weekly roster, which meant they knew the names of the staff who would be providing care to them. One person told us "If there are any changes the office always calls to let me know and this is very re-assuring".

Recruitment records for staff contained all of the required information including two references, one of which was from their previous employer, an application form and Disclosure and Barring Service (DBS) checks. DBS checks help employers make safer recruitment decisions and help prevent unsuitable staff from working with people. The recruitment process also included an individual 'Self-Assessment of skills as outlined by Skills for Care. Staff did not start work until all recruitment checks had been completed. Staff told us their recruitment had been thorough.

People told us they were satisfied with the support they received with their medicines. We saw people had a 'medication risk assessment agreement and plan' This explained where medicines were stored, who was responsible for ordering medicines and the arrangements for medicine administration. The procedures for staff to support people were also recorded in their care plans. For some people the medicine support was a reminder by care staff for people to take their medicines. For other people, staff administered their medicines. All staff authorised to administer medicines had been assessed as competent to do so by a suitably qualified member of staff and staff confirmed this. Staff recorded on the Medication Administration Record (MAR) when they had administered any medicines and this recorded the time administered and dose given. These showed people received their medicines as prescribed. The provider's medication policy and procedure included reference to the management carrying out regular audits of medicines records and we saw that these took place. There were also observations of staff administering medicines to people and staff confirmed this took place. This helped to ensure that people received appropriate support with their medicines that was safe.



# Is the service effective?

## Our findings

People told us the staff who supported them were well trained and knew what support they needed. Comments from people about care staff were very positive. People said staff always completed the tasks as set out in the care plan and that staff stayed for the agreed length of time and sometimes longer. No one we spoke with had experienced any missed calls and everyone said staff would usually arrive on time. People said, if there were major delays then the agency or the staff member would always contact them to let them know they were running late. One person said, "I can't praise them enough for all their care and attention – I dread losing anyone of them".

Training records showed staff completed training in a number of relevant subjects. These included: moving and handling, first aid, safeguarding, medicine administration, food hygiene, fire, nutrition, diabetes, The Mental Capacity Act 2005 (MCA), Deprivation of Liberty Safeguards (DoLS), equality and diversity, dignity, end of life care, dementia, Parkinson's awareness and stroke awareness. The registered manager told us that they would arrange other specialist training to meet the needs of individual people if required. All staff told us training was good. One member of staff said, "You get all the training you need and if I am unsure of anything they will arrange refresher training for me".

Staff told us they had a good induction. The registered manager said observational competency checks were carried out for new staff to assess practice and knowledge prior to being placed for work. These checks followed Skills for Care guidance and assessed competency and skills within the job role. Staff confirmed they carried out a number of shadowing shifts with experienced staff before they were allowed to work alone. The registered manager told us shadowing was an important part of the induction and depended on the staff members experience, skills and knowledge. She said shadowing could go on until both the agency and the staff member was confident to go out and support people alone. Staff said this helped them to provide effective support to people. The registered manager told us induction training had been amended to reflect Skills for Care guidance and the new Care Certificate requirements. The Care Certificate is a national qualification covering 15 standards of health and social care topics.

Staff also confirmed they were supported to undertake additional training such as National Vocational Qualifications NVQ or Care Diplomas. These are work based awards that are achieved through assessment and training. To achieve these awards candidates must prove that they have the ability to carry out their job to the required standard. The registered manager said support was provided to staff to enable them to maintain their skill knowledge and to undertake additional qualification. Records showed that of the 38 care staff 24 had additional qualifications to a minimum of NVQ level II and three staff members were currently undertaking this training.

The registered manager said that all staff received regular supervision. This was either one to one or direct observation of care practice. Records and staff confirmed this and staff said they could discuss care issues, staff training or any other issues openly with their supervisor.

People were aware they had a care plan and told us they were consulted and had agreed to the

arrangements made for their care. One person told us "They came to see me at home and went through all the things I needed, they then went away and gave me my care plan in writing for me to sign".

We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty were being met. The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions for people who may lack the mental capacity to do so for themselves. The Act requires 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 provider, registered manager and staff understood their responsibilities in this area. The provider had policies and procedures to guide staff. The registered manager and staff confirmed they had received training in the MCA and this helped them to ensure they acted in accordance with the legal requirements should anyone lack capacity or be subject to DoLS.

When required, staff provided support to people with their food and drink. This included the preparation of meals for people in their own homes. This was recorded in people's care plans together with any relevant information about anyone's nutritional needs. Daily records were made by staff each time they provided care to someone and these showed people were supported with eating and drinking where this was relevant.

The registered manager and staff told us they regularly monitored people's care and health needs. Staff said if they had any concerns about a person's health needs they would contact the office and if necessary arrange for a GP or other appropriate health care professional to visit. This helped people to remain healthy. Staff said they had regular people who they supported so they could notice any changes in people related to their health needs and report it immediately. The registered manager told us that they would always record contacts with health care professionals. We spoke to a community matron who had regular contact with the agency. She told us that the registered manager and staff were proactive in asking for advice and support and followed any guidance given. She said there was a good working relationship and that Choice Care 4U Service Ltd.

# Is the service caring?

## Our findings

People described the staff as caring, kind and respectful. All the people we spoke with made positive comments about how they were treated by staff. The attitude of both the agency and its staff were mentioned as being very friendly – positive – caring and efficient. Comments from people included: "The staff who support me are marvelous, I have not got a bad word to say about them". "I really look forward to my carers coming they treat me really well and are my friends". One relative who carers for his wife said "The agency and its staff are a complete Godsend, the staff know what they are doing, they really care about my wife and they also give me advice.

The registered manager showed us a compliments file that was full of letters, notes and cards from people who had received care from Inter County Nursing & Care Services Chichester. They were all positive about the caring attitude and support they received from staff.

Positive, caring relationships had been developed with people. Staff told us they knew people well, including their likes and dislikes and encouraged them to be involved in making decisions about their care, and support and this information was recorded in care plans. Care plans also included a section to record individual preferences for end of life care and spiritual or religious needs. People told us their views were listened to and taken into account when care and support was provided. One person told us "They (staff) always talk to you and explain what they are doing. They always ask if it's alright help with different things. Staff told us they sought people's agreement before completing care tasks. People and staff confirmed that they had regular care visits and this meant it was possible to build up good working relationships with each other.

The registered manager told us when new care workers were employed she tried to match them with people who had similar interests. She said this was not always possible and if any changes were needed then this was quickly sorted out to the satisfaction of all concerned.

Staff said they treated people with respect and acknowledged the need to also respect people's privacy and dignity in their own homes. Staff confirmed they were issued with a copy of the staff handbook, which had been updated to reflect regulatory changes and were aware of its contents. Staff understood the importance of treating people with dignity and respect and of gaining their consent before any care or support was given.

Staff showed they had a caring attitude towards people and had a commitment to providing a good standard of care. Comments from staff included: "I have worked for a number of different agencies over the years but this one is really good. "I have only just started doing care work and I am really enjoying it, everyone is helpful and friendly". And "I have worked here for over eight years and would not like to work anywhere else".

## Is the service responsive?

### Our findings

People received personalized care which was responsive to their needs. People told us the agency was responsive in changing the times of their visits when needed, and, in accommodating last minute additional appointments when needed. One person told us "My carer always arrives on time and stays the correct amount of time and never rush me" Another said, "My carers are usually spot on, maybe five minutes early or late but it's no bother to me I know she will be coming, they never let me down".

People's needs were assessed before any care or support package was agreed. The initial assessment was carried out to establish the persons care needs and how they wanted that support to be provided. The assessment was used to establish a care plans that was structured with the person's needs and preferences as being central. The registered manager told us people were able to choose the level of support they required. The registered manager told us they did not provide care packages to anyone for less than 30 minutes as they felt they needed this amount of time to provide the care people requested.

Each person had an individual care plan which set out their needs, the support needed by staff and how the support should be provided. Care plans included information regarding the support people needed to maintain their independence such as assisting people with personal care and domestic tasks while allowing people to do as much as possible for themselves. For example the care plan for one person said they needed support to wash and dress. The care plan gave step by step guidance to care staff so they knew how to support the person at each stage and detailed staff to ensure they explained to the person what they were doing at each stage of the process. Care staff told us how they used the care plans to guide them when providing care, but also asked people how they wanted to be helped. Family members and other professionals were involved in contributing to ensure people's wishes were met.

Each person's care arrangements were detailed in a timetable format. The registered manager said they sent out an individual copy of the details of care calls to each person every week. This detailed the times of care calls and the names of the staff who would be providing the support. The registered manager told us that if there were any changes to this then people would be informed of the changes by phone. People confirmed this and told us they were very happy with the care and support they received. People said if there were any changes the agency normally let them know. One person said "I have never had anyone turning up who I did not know".

We asked the registered manager how they managed if a care worker was sick or on holiday. They told us they would contact other staff to ensure the care call did not get missed. She said if any staff were allocated additional care calls they would be informed by phone. Staff said this was not a problem and they were always given enough time if asked to do additional calls. One staff member said "You are never pressurised, if you say No then that's fine with the office".

Records were made each time care staff supported people. These were detailed and showed the time the care worker arrived and left the person's home. There was also information recorded on the care tasks that had been carried out. These showed people received care as set out in care plans and that people could

choose what they did and how they preferred to be supported. Staff confirmed they recorded all relevant information about people so they were able to monitor people's changing needs.

People's care needs were regularly reviewed and changes were made to care arrangements when needed. People confirmed their care plan reflected their current needs and preferences. Staff told us that if they noticed any changes in a person's needs they would contact the office and the manager or another member of the office team would visit the person concerned to review the person's care needs. If any changes were needed a new care plan was made up and a copy left in the person's home. Any changes were also recorded in the care notes so staff could be made aware of any changes. People confirmed they had regular visits to check that their care plans were up to date and were meeting their needs.

People told us the provider and staff responded positively to requests, they said communication was good and that they were listened to and involved in making decisions about their care and support. One person told us how they asked for care staff to come a little later as the original time was too early. They said the office had arranged this and the timings were now much better.

The registered manager told us that she would always try to respond positively to request from people. She said that she would always listen to what people wanted and respond appropriately.

There was a complaints procedure that was updated and distributed to people and staff. People said they had a copy of this and they knew what to do if they had a complaint. Comments from people included: "I know there is a procedure and if I had any concerns I would talk with the manager." Another person said "I know what to do, but I have no need to complain I can't fault them for anything". Staff told us they were aware of the complaints procedure. One staff member told us "I would help anyone make a complaint if they needed to".

# Is the service well-led?

## Our findings

People and staff said the registered manager was good and they could talk with them at any time. One person said, "I have regular contact with all the girls in the office and they phone and check that everything is working well for me". Another person commented, "I think I have had to complete a survey in the past but I speak with my carer all the time and I could tell her anything".

The agency employed a manager who was responsible for the day to day running of the service and a registered manager who over sees all aspects of service delivery. There were also four senior care staff who had a staff team for specific areas where the agency provides a service. Each senior care was responsible for their team and provide line management and support. Staff said their line manager and the overall management team was very approachable and commented positively about them. Staff told us there was always someone available for advice and support. Staff said the 'on call system' used was very effective and that all the staff at the office were very helpful.

The registered manager and provider aimed to ensure people were listened to and were treated fairly. Regulation 20, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Duty of Candour specifies that providers must act in an open and transparent way. The provider had a policy on the Duty of Candour and this had been distributed to people and staff. The staff handbook had also been updated to reflect any relevant changes to legislation and policies.

The registered manager told us they operated an 'open door' policy and welcomed feedback on any aspect of the service. They encouraged open communication and supported staff to question practice and bring their attention to any problems. The registered manager said they would not hesitate to make changes if necessary to benefit people. All staff told us there was a good staff team and felt confident that if they had any concerns they would be dealt with appropriately. Staff said communication was good and they always felt able to make suggestions. They said all the management team had good communication skills and that she was open and transparent and worked well with them.

The registered manager showed a commitment to improving the service people received by ensuring their own personal knowledge and skills were up to date. She said she attended all the training which staff undertook so she kept her skills up to date. She attended regular manager meetings with other managers who worked for the provider and also attended training organised by the local authority training teams. She said she regularly monitored professional websites to keep up to date with best practice. The registered manager completed the Provider Information Return (PIR) and sent this back to us in good time. She was aware of the requirements to send us notifications as required to inform us of any important events that took place.

The provider had a policy for quality assurance and checks and audits were carried out to monitor the quality of service provided to people and to drive improvements in the service provided. Senior care staff carried out regular spot checks on their team members and observed staff working practices. They also spoke with people to obtain feedback on the overall quality of the service provided. These were fed back

to the registered manager who used this information as part of the quality audit process.

A news letter was sent out to staff each week and staff could ring up and contribute to its contents. The newsletter provided information to staff on any issues they needed to be aware of and gave an opportunity for staff to put forward ideas. The registered manager said that previously the staff uniform was a white tunic, staff had said this was difficult to keep clean and suggested changing to a different colour. The management team took this onboard and when the tunics were due to be replaced a different colour was used.

The registered manager told us the office staff had regular meetings to ensure all care calls were covered and arrangements were in place for any appointments or assessments. The registered manager also said there were staff meetings where people could put their views forward and the management team could update staff on operational issues. Staff confirmed this and said these meetings, supervision sessions and weekly newsletter presented an opportunity for them to raise issues about their work.

Staff demonstrated a positive attitude towards working to meet people's needs and raising any concerns about people's welfare. They were aware of the agency's safeguarding and whistleblowing procedures. Staff also said they felt able to raise issues or concerns with the registered manager or any of the office staff.

The registered manager told us there was regular spot checks carried out to observe care staff practice. This was also confirmed by staff. This was also an opportunity to speak to people in their own homes and see how the agency was meeting their needs and if any issues needed to be addressed. People also confirmed they received telephone regular calls from the agency to check the agency was meeting their needs.

Quality assurance surveys were sent out by the provider to people, their relatives, staff and outside professionals to ascertain their views on the service provided. The registered manager also carried out audits including: staff training, care records, risk assessments, staff sickness, concerns and complaints, and records of medicines administered to people by staff. These helped to ensure the service was providing a good quality of service to people which met their needs.

Records were kept securely. All care records for people were held in individual files which were stored in the office and were locked away when not in use. The registered manager was able to locate records we asked for quickly and these were accurate and up to date.