

KT's Care Angels Ltd

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Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

KT's Care Angels Ltd is a domiciliary care agency. The service provides personal care to people living in their own homes. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This includes help with tasks related to personal hygiene and eating. Where people receive such support, we also consider any wider social care provided. At the time of the inspection the service was providing personal care to 44 people.

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

People told us they felt safe with the staff who supported them. Risks were assessed and managed.

People were supported by sufficient numbers of staff. People we spoke with confirmed they did not experience any missed calls. When accidents and incidents occurred these were documented, and action was taken to ensure people had access to the healthcare support they needed.

Staff showed a good understanding of safeguarding, and supported people to take their medicines safely. People and relatives we spoke with told us staff wore appropriate Personal Protective Equipment (PPE) when supporting them.

People were provided with personalised care to meet their needs. This included supporting people to access information in a way that was meaningful to them. People told us they were happy with the care provided and knew how to raise concerns if and when they needed to.

Staff spoke positively about the support they received and the quality of the service.

The service promoted high quality, person centred care and had an open and honest culture. Audits and checks were in place to monitor the quality of the service. The registered manager was approachable and supportive and provided strong leadership to the team.

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.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 10 January 2020).

The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in

breach of regulations.

At our last inspection we made a recommendation about person centred care planning and monitoring staff deployment. At this inspection we found the provider had acted on the recommendations and had made improvements.

Why we inspected

We carried out an announced comprehensive inspection of this service on 24 October 2019. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve good governance.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe, Responsive and Well-led which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for KT's Care Angels Ltd on our website at www.cqc.org.uk.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

KT's Care Angels Ltd

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

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 who uses this type of care service.

Service and service type

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

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

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 manager would be in the office to support the inspection.

Inspection activity started on 26 May 2022 and ended on 06 June 2022. We visited the location's office on 26 May 2022.

What we did before the 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 (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 used all this information to plan our inspection.

During the inspection

During the inspection we spoke with nine people that use the service and eight relatives about their experience of the care provided. We spoke with the registered manager, the compliance officer, care co-ordinator and five staff members. We reviewed a range of records. This included six people's care records and multiple medication records. We looked at four staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

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 requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

At our last inspection we recommended the provider review their monitoring systems to ensure staff were effectively deployed. The provider had made improvements.

- There were enough staff to meet people's needs safely.
- People told us they were happy with the call times and that they felt well supported by the same staff. One relative told us, "I know them all, they come when they should and do all the things that's needed, they'll do extra things as well if I need them too." Another relative said, "I'm sure (relative) is safe with them, we've got the same ones all the time and they are all really good. They are on time and stay as long as they should."
- Staff were safely recruited. Appropriate background checks had been carried out before people started work.
- Staff told us they felt the recruitment process had been thorough, and they felt equipped to undertake their roles effectively when they started work.

Using medicines safely

- People received support from staff to take their medication as prescribed and safely. Relatives told us they had no concerns around their loved one's medication. One relative said, "They give the medicines as prescribed. We have no concerns."
- Staff received medication training and underwent competency checks. We discussed medication administration with staff members. A staff member told us, "I've had training, and I'm checked during spot checks. If there were any concerns with medication, I'd always check first before administering."
- Records of medication administered were accurately maintained.
- Medicines records were regularly audited, and appropriate action was taken if any shortfalls or errors were identified.

Systems and processes to safeguard people from the risk of abuse

- There were systems in place to safeguard people from the risk of abuse.
- There was a safeguarding policy and procedure in place which included information about the local authority, relevant local contact details and how to report safeguarding concerns.
- People and relatives said they felt safe. One person said, "I feel very safe with them [staff]. The girls that come to me are like my children." A relative told us, "It's the same lady, she is very good, so I do feel [person] is safe. She does not rush, and she does everything."
- Staff had received safeguarding training and understood how to raise concerns.

- The registered manager had a good knowledge of safeguarding procedures and understood how to raise any concerns to the local authority and to the CQC to ensure any allegations or suspected abuse were investigated.

Assessing risk, safety monitoring and management

- Risks to people's safety and welfare were identified and well managed.
- People told us they felt safe with staff.
- Comprehensive assessments had been completed on people's care and support needs. These included detailed guidance to inform staff how to support people safely. One person described how staff supported them to use the stairs safely. They said, "I feel very safe with them, for example, they walk behind me every step of the stairs until I am safely up, and they don't move until I am safe in bed."
- Risks associated with people's care and home environments were assessed and well managed.
- The provider had a contingency plan to minimise any risks to the service running safely.

Preventing and controlling infection

- Effective infection prevention and control procedures were in place, including those relating to COVID-19.
- Staff followed good infection control practices and used PPE (Personal Protective Equipment) to help prevent the spread of healthcare related infections. People and relatives confirmed this.
- The registered manager ensured staff were regularly testing for COVID-19 in line with current guidance.

Learning lessons when things go wrong

- There were systems in place to ensure lessons were learned when things went wrong.
- Staff told us they were confident to report any incidents or accidents to the appropriate person.
- Records showed changes were implemented following incidents or accidents, and the registered manager was committed to a culture of continuous improvement.

Is the service responsive?

Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to 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

At our last inspection we recommended the provider seeks advice from a reputable source on care planning documentation which would reflect personalised and person-centred care. The provider had made improvements.

- Care was personalised to meet individual needs and was delivered in a way to ensure maximum flexibility, choice and continuity of care. People and their relatives were involved in planning their care and reviewing care needs to ensure they received the right support in line with their choices. A relative told us, "We do get a yearly review, they did it not long ago, it's all written down. Yes, everything is in the care plan and agreed."
- People's care plans were person-centred and gave staff the information they needed to safely and effectively support people. The information included in care plans enabled staff to get to know people and what was important to them. Care was delivered by a team of staff who knew people extremely well.
- People and relatives described a flexible and responsive service that met individual needs and preferences.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- People's communication needs were detailed in their care plans. For example, people's preferred method of communication and any impairments that could affect their communication were recorded and guided staff on the best ways to communicate with them. This meant staff knew the communication methods for each person.
- The registered manager used pictorial and easy read formats in their communication with people where appropriate.

Improving care quality in response to complaints or concerns

- The provider had appropriate arrangements in place for receiving and addressing complaints.
- Where complaints had been received, the provider took appropriate action and written responses were provided setting out what, if any, changes would be made.
- People using the service told us they would feel confident to complain if they needed to. One person said,

"I've no complaints but I know who I would ring, I've got all the numbers in the book and you can get hold of them okay."

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 requires improvement. At this inspection the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

At our last inspection we found audits were not robust as they had not identified the issues found during the inspection. This was a breach of Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- There were a range of audits implemented by the registered manager. The audits carried out were effective at monitoring the service provided, managing risks to people, and improving the quality of the service.
- People and their relatives told us they thought the service was well managed. They said if care visits were going to be late, an explanation was provided; staff told us rotas were well-organised to ensure they could undertake their calls on time.
- Staff told us they understood their roles and knew what was expected of them.
- Care notes showed care was delivered to a good standard and met regulatory requirements.
- We checked records of incidents, and found CQC had been notified, as required by law, of any notifiable incidents.
- Throughout the inspection the registered manager demonstrated a commitment and desire to continually improve the service delivered and a focus around results for people.
- The registered manager had recorded, investigated and taken appropriate action when incident and accidents had occurred. We found records had been analysed to identify themes and trends. This meant opportunities to prevent reoccurrence and improve safety were not missed.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; 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 has a positive culture that focused on person centred care. Staff we spoke with praised the support they received from the registered manager and said they were confident in their leadership.
- Staff told us they found the culture supportive, with one saying, "I feel well supported by the whole team."
- People we spoke with told us their care needs were met and said they were enabled to achieve the

outcomes they wanted. People's care review records supported this.

- The registered manager was transparent and understood their responsibility towards duty of candour. We discussed duty of candour with people and relatives. One relative said, "Oh yes, they ring you."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People's equality characteristics were included in their care records. This included age, gender, ethnicity, sexual orientation, religion and disabilities.
- Staff communication was effective and where staff meetings could not be held in person, remote communication was used. Staff described the morale as good.
- The registered manager conducted regular surveys with people, relatives and staff.
- The service worked in partnership with other professionals such as social workers, the mental health team and district nurses to ensure people received the right support. This was evidenced in people care plans. A social care professional commented, "KT's Care Angels Ltd have been a good solid provider for Brent, they have been dependable and willing to adapt to support the council. They have provided a good quality service with the service user central to this."