

PA HOMECARE 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 effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

We carried out this inspection on 10 September 2018. The inspection was announced. We gave notice because this is a small service and we needed to ensure the registered manager would be available to speak with us.

This was the first inspection of the service since it was registered in August 2017.

This service is a domiciliary care agency. It provides personal care to people living in their own houses in the community. It provides a service to older people, people living with dementia, adults who have a sensory impairment and adults who have a physical disability. The service is provided in Wirral.

There were 2 people receiving regulated activity at the time we carried out our inspection.

There was an experienced registered manager responsible for the day-to-day management of 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. The registered manager was also the registered provider and the owner of the company.

People told us this was a good service and said they would recommend it.

People's needs were assessed and care was planned and provided to meet their needs. The registered manager knew people well and treated them in a kind and caring way. People valued the service they received.

The registered manager was trained and had the skills to care for people. They knew how to provide people's care and to protect people from abuse and harm. People were supported to have maximum choice and control of their lives and were supported in the least restrictive way possible; the policies and systems in the service supported this practice. People consented to the care they received and their rights were respected. People's needs were assessed and care was planned and provided to meet their needs.

The service was responsive to people's needs and wishes. If people requested changes to their planned care these were agreed. People were asked for their views and the registered manager took action in response to their comments. People's privacy, dignity and independence were promoted.

People knew the registered manager and how they could contact her. The registered manager set high standards and checked the service to ensure these were met.

People received the support they needed to take their medicines.

The registered manager had a procedure for receiving and responding to complaints about the service. They prided themselves on being responsive to any concerns raised. No formal complaints had been made about the service.

## 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.

Risk assessments were specific to meet people's needs

The registered manager was trained to identify and report abuse.

People received support from the registered manager who they knew well.

### Is the service effective?

Good 

The service was effective.

The registered manager was trained and had the skills to provide people's care.

People were supported to eat and drink enough to maintain their health.

People gave consent to the care they received and their rights were respected.

### Is the service caring?

Good 

The service was caring.

People were treated in a kind, caring way, with respect.

The registered manager was skilled at supporting people in the way that they chose.

People's privacy and dignity were protected and they were supported to maintain their independence.

### Is the service responsive?

Good 

The service was responsive.

Care was planned and delivered to meet people's needs.

People knew how they could complain about the service

provided. The registered manager took action to resolve any concerns raised.

People were supported to remain in their own homes as they wished.

**Is the service well-led?**

**Good** ●

The service was well-led.

There was an experienced registered manager employed. People knew how to contact the registered manager as they wished.

The registered manager asked people for their views and took action in response to their feedback about the service.

The registered manager checked the quality of the service to ensure people received a good standard of care.

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## 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.

This inspection took place on 10 September 2018 and was announced.

We contacted the registered manager of the service to give notice of our visit on 10 September 2018 because this is small service and the registered manager is often out of the office providing care. We needed to be sure they would be available to speak with us.

The inspection was carried out by an adult social care inspection manager.

During the inspection we spoke with one person who used the service and another person's relative. We spoke with the registered manager. We looked at care records for two people who used the service. We also looked at records showing how the service was managed including quality audits and feedback the registered manager had received from people who used the service and their families.

Before the inspection, the registered manager completed a Provider Information Return (PIR). This is a form that asks for key information about the service, what the service does well and improvements they plan to make. We reviewed the information we held about the agency, including the information in the PIR, before we visited the service. We used the information we held about the service to plan our inspection.

# Is the service safe?

## Our findings

The person we spoke with said they felt safe with the registered manager who provided their care. They told us, "I feel safe. She is right on the ball. I had very bad experiences with a number of other care companies. I have no complaints now. She is always on time, very reliable."

Risks to people's safety had been identified and were clearly recorded and assessed in their care records. We saw that there were also environmental risk assessments completed for people's homes to keep the person and the registered manager safe.

At the time of the inspection the registered manager was the only person working for the service. The person we spoke with told us that they liked the continuity and consistency that this provided. We saw that there were contingency plans in place should urgent cover be required. There had never been a missed visit since the service had been in operation.

There had been no safeguarding concerns since the service had been registered. The registered manager did understand about safeguarding and had been trained in what to do if they had concerns about harm and abuse. The registered manager had demonstrated that they understood what to do in response to concerns as they had raised a safeguarding concern about the care provided by another service.

There were no additional staff working at the service other than the registered manager but there was a robust recruitment policy in place for when additional staff were required to be employed. The registered manager talked us through their policy and described to us what was important and required for safe recruitment.

The registered manager had completed training in how to support people to take their medicines. One person who required support to take their medicines said the registered manager helped them as they needed. We looked at a range of medication administration records and saw that these were always completed and that a record was made if for any reason medicine was not administered.

The registered manager had completed training in moving and handling and using equipment, infection control and the safe handling of food. One person told us they were confident the manager protected them from the risk of infection. We were told that gloves and aprons were kept in stock at the person's home for when they were required. We looked at accidents and incidents management and saw that the registered manager had scrutinised the very few issues that had occurred and could demonstrate the learning as they had put processes in place to ensure there were no repeat occurrences.

# Is the service effective?

## Our findings

People told us they received a good quality of care and said the registered manager who provided their support or their relative's support was excellent. One person said, "I'm over the moon and have nothing bad to say."

We looked at the training that the registered manager had received and saw that it was good. We saw that she had received appropriate training to work safely in care and was working towards a QCF Level 5 Diploma in Leadership for Health and Social Care, this would soon be completed. We also saw that she had undertaken specific training to meet people's individual needs such as catheter training so people could be supported safely.

The registered manager showed us the systems and processes that they had put in place for when the service increased in size and would recruit new staff. They showed us what they had put in place to train and support new team members to do the role of a carer safely.

We spoke with one person who the registered manager supported with meal times. They told us that the care they received could only be described as, "Outstanding". They told us about their previous poor experiences with other care providers had left them unable to trust. However, the registered manager had proved herself to be reliable in all aspects of their care.

One person did not require support from the registered manager to access health care. The other person did need support and their relative told us that the registered manager played a key role in ensuring that they stayed well and received the primary care support that they needed.

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty so that they can receive care and treatment when this is in their best interests and legally authorised under the MCA. We checked whether the service was working within the principles of the MCA.

The registered manager was aware of their responsibilities under the MCA and we could see that they followed the requirements of the act. The person we spoke with told us that they were always asked if they consented to the care being provided.

## Is the service caring?

### Our findings

The relative we spoke with told us that the registered manager had been, "Absolutely brilliant". They added, "I couldn't have found anyone better to care for my mother. I couldn't recommend her highly enough. She is like one of our family now."

The registered manager had received praise from people who used the service and relatives of people who had been supported by the agency thanking her for the high-quality care provided. One comment stated, "Consistency in every way is most important. You are professional... I feel valued."

One person told us the support provided by the agency helped them to maintain their independence and to remain in their own home. They told us this was very important to them. They said, "I couldn't manage without her."

The registered manager told us about the core values of the organisation and that they focussed on personalised care that respected the dignity and the rights of the person using their service. We saw that the registered manager had signed up as a 'dignity champion' with the National Dignity Champions organisation. We also saw that they were a 'dementia friend' which is an initiative by the Alzheimer's Society to promote the needs and rights for people who have dementia.

We saw that confidentiality was maintained and that people's records were stored safely and securely.

## Is the service responsive?

### Our findings

One person told us the service was responsive to their needs and wishes. They told us if they asked for the times of their planned visits to be changed this was accommodated whenever possible.

The registered manager had also received written compliments which referred to the responsiveness of the service provided. One relative of a person who had received care from the service wrote to the registered manager to express their thanks for the flexibility of the service.

Each person who used the service had a care plan that gave information for the registered manager about the support they needed and their preferences about their care. We saw that these were clearly recorded and were person centred and had been written in conjunction with the person. Records had been maintained in paper form but the registered manager was in the process of moving over to electronic records.

The registered manager described to us how they made information accessible to people using the service. People were given paper copies of required documents but she also explained and talked through what each document was for to ensure that people properly understood.

The registered manager had a procedure for receiving and responding to complaints about the service. People we spoke with said they would raise any concerns with the registered manager. They said they were confident the registered manager would take action to resolve any concerns they raised but that they had never needed to. We looked at the service user guide and saw that the complaints procedure was clear. There had been no formal complaints raised since the service had been registered.

The aim of the service was to support people to remain in their homes and local community. The registered manager was developing plans with each individual to ensure that all of their needs were met within their individualised care package.

# Is the service well-led?

## Our findings

People told us that this was a good service and said they would recommend it. They told us they were happy with the care they received and valued the support provided by the registered manager. One person said, "I would certainly recommend this service to anyone."

People who used the service told us they knew the registered manager and how they could contact her and she communicated with them in their preferred method for example by text message.

People told us the registered manager asked for their views and took action in response to their feedback. One person told us, "She always asks for my views." We could see that people's care packages were reviewed every six months.

People who used the service told us the registered manager set high standards. We saw that the registered manager carried out checks on care records to ensure these held were accurate and up to date. They also checked medication records had been completed properly. Accurate records are important in ensuring people receive the support they require safely.

We saw that there were contingency plans in place if any events impacted on the safe running of the service. The registered manager had ensured that people would be kept safe and receive the care and support that they needed if for any reason the registered manager was unable to support them.

Services registered with us must notify us of significant events that happen such as allegations of abuse or serious injuries related to the care they provide. This is so we can check that appropriate actions have been taken. The registered manager of the service understood the incidents that had to be reported to us and had completed notifications when they had been required.

The registered manager worked with health care providers to ensure people received the support they needed. Where people had complex needs, advice had been taken from appropriate services to ensure they received the support they needed and their rights were protected.

We saw that there was an action plan and new initiatives plan for the service. The registered manager had developed plans to increase the size of the organisation but wished to remain small to continue to provide what they called "the personal touch."