

Kolours Healthcare Limited

Kolours Healthcare

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Kolours Healthcare is a domiciliary care service which offers personal care and support to people living in their own homes. At the time of the inspection, the service was supporting 69 people.

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

We received positive feedback from people and their relatives about the quality of care people received.

People told us they felt safe being supported by Kolours Healthcare. Staff were recruited safely. People were safeguarded against the risk of abuse and were supported by a consistent team of staff who understood their needs well. Risks to people's safety had been identified, assessed and monitored.

Systems were in place for the safe management of medicines. People were supported to take their medicines as prescribed. People's care plans detailed the support people required to manage their medicines. Staff received appropriate training and on-going competency checks to ensure they administered medicines safely. The registered manager carried out regular audits of medicine records.

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.

Quality assurance systems were in place to monitor the quality and safety of the service people received. People and staff were asked for their views to help drive improvements. Staff felt supported by the registered manager and received on-going training, spot checks and supervision. There was an open culture within the service and staff worked together as a team. The registered manager worked in partnership with other health and social care professionals to ensure people's care and support needs were met.

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

Rating at last inspection

The last rating for this service was good (published 21 November 2017).

Why we inspected

The inspection was prompted in part by notification of a specific incident when a person using the service sustained a serious injury. This incident is subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of risks associated with people's care needs. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We found no evidence during this inspection that people were at risk of harm from this concern.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Kolours Healthcare on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Kolours Healthcare

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 Care Act 2014.

Inspection team

The inspection team consisted of two inspectors, an assistant 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.

The service had a manager registered with the Care Quality Commission. 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.

Notice of inspection

This inspection was announced. Due to the pandemic, we gave a short period notice of the inspection to enable us to collate as much information as possible virtually to minimise the time spent by the inspection team visiting the provider's office.

Inspection activity started on 5 July 2021 and ended on 16 July 2021. We visited the office location on 16 July 2021.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and

improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with seven people who used the service and seven relatives about their experience of the care provided. We spoke with the registered manager and two members of staff. We received written feedback from four members of staff.

We reviewed a range of records. This included eight people's care records and multiple medication records. We looked at four staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We reviewed feedback received from three health and social care professionals whom the service regularly engages with.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The service had effective safeguarding systems in place.
- Staff understood their responsibilities to report and escalate safeguarding concerns. Staff feedback included, "I would report the concern to the line manager and if no response contact social services or CQC or the police." And, "I have received recent training for safeguarding. If I suspected abuse, I would ensure that it was documented and report it to the office. It would be listened to and dealt with."
- The registered manager was aware of their responsibilities for reporting concerns to the local authority and to CQC.
- People, and their relatives, told us they felt safe using the service. One person said, "I feel safe and I really like them to come in. It makes me feel better." A relative told us, "I work full time and I know that my mum is safe and well looked after. That's makes a huge difference."

Assessing risk, safety monitoring and management

- Risks to people's safety, for example in relation to personal care, health conditions and home environment, had been identified, assessed, monitored and were reviewed every six months or sooner if people's needs changed.
- The registered manager told us, "We are consistently risk assessing as no two days are the same. We have a very good communications system and we will go out straightaway to do a risk assessment." This was confirmed by staff. Feedback included, "When I notice a change in people's needs, I speak to my supervisor or to the on call. As soon as they are informed then the information is updated." And, "As soon as the office are aware, they put out messages [to all staff]. Then whoever is going in for the next call will change the paperwork. They are quite quick, usually within the next call its changed."
- There was an on-call service available to people and staff. This meant should an incident occur out of hours, management could be contacted for advice and support.

Staffing and recruitment

- People were generally supported by a consistent team of staff to enable continuity of care. The registered manager told us, "We try to keep consistency of staff as this enables staff to pick things up more easily. For example, monitor more closely what people have or haven't eaten. We get used to their routines and preferences and allows us to build up a good rapport with the clients."
- The registered manager explained to us during the month of June 2021, staffing levels had been affected due to some staff leaving to return to their previous jobs pre COVID-19 and unforeseen staff absence. This was reflected in feedback we received from people using the service.
- Staff felt there were enough care staff appointed to ensure all visits could be covered. The registered

manager told us there had been no missed care call visits. This was confirmed to us by people we spoke with.

- Staff recruitment processes were in place to ensure staff had the right skills and experience and were suitable to work with people who used the service. This included checks with the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and helps prevent unsuitable people from working with people who use care and support services.
- Disciplinary policies supported management of unsafe and ineffective staff conduct.

Using medicines safely

- Where people required support with administration and management of their prescribed medicines this was detailed in their care plan.
- Staff were trained to administer medicine safely and had regular competency checks to ensure ongoing safe practice.
- The registered manager carried out regular checks and audits of the medicine systems to ensure medicines were being managed safely.

Preventing and controlling infection

- Staff completed training on how to prevent and control the spread of infection control and had access to personal protective equipment (PPE) such as gloves, aprons and masks.
- Specific attention had been given to the current pandemic. Government guidance was being followed and the provider had carried out COVID-19 risk assessments to support staff's and people's safety.
- People told us staff always wore PPE during their care call visits. One person said, "I have [health condition]. I am very careful, and I think they have been really good. They always wear their masks properly right over their mouths and noses." A relative told us, "They have been great all the way through COVID-19 and have always worn full PPE and have been very careful."

Learning lessons when things go wrong

- Systems were in place to record, investigate and analyse any accidents and incidents. This ensured any trends could be identified. The registered manager said, "I always share relevant information with staff so we can improve and to mitigate the risk of reoccurrence. I communicate this through staff meetings and supervision."

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The registered manager knew people well and demonstrated their commitment and passion to providing a high quality, personalised service to people, achieving good outcomes for them.
- Although there had been some recent issues due to staff absences, people and their relatives demonstrated their satisfaction with the service. Feedback included, "They've done lots to help me. I suffer with [condition] and mobility problems. I am allocated three calls a day but I'm not good in the morning, so they have combined the morning and lunch time calls for my benefit which really helps me." And, "I would so recommend them, the team are amazing."
- The registered manager valued the staff team. They said, "We are like a little family. I want staff to be happy and come to work not stressed. A happy staff team means happy clients." Various initiatives had been set up by the registered manager to support staff. These included employee of the month/year, an interest free loan scheme and booking massages for staff if they came into work with a headache.
- A health and social care professional told us, "Our experience of working with Kolours Healthcare is that they are a good provider. The registered manager leads the organisation and staff team well as is exemplified by their effective communication and responsiveness when we bring matters to their attention. We also feel that they deliver safe and good quality care as we have recorded few complaints and safeguarding alerts raised against the service in the last 12 months."

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 registered manager understood the duty of candour and their duty to be open and honest about any incident which caused or placed people at risk of harm.
- Systems were in place to ensure any accidents, incidents or safeguarding events were managed in an open and honest way, so everyone involved was kept up to date with progress.
- The registered manager was aware of their responsibilities to report notifiable events to CQC.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager was involved in all aspects of running the service.
- Staff enjoyed working at the service and were clear on their roles and responsibilities. They said they felt supported and valued by management. One member of staff told us, "[Management] are constantly sending out messages of what our roles are and what they entail."

- Quality assurance systems and checks were in place to monitor the quality and safety of the service. Actions had been completed for any identified issues.

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

- Staff told us communication was good and important information was relayed to them in a timely way to ensure people received safe and effective care.
- Regular team meetings were held, and staff were given the opportunity to input towards the day to day running of the service. One member of staff told us, "Suggestions are always welcome by the management, taken on board and acted upon to improve the running of the company." The registered manager told us they had recently made changes to staff questionnaires to enable staff to submit these anonymously if they wished.
- People were involved in the delivery of their care and their feedback was sought to help drive improvements; for example, through questionnaires and telephone calls. One person told us, "I'm always happy to phone the office if I need to. They said I could, and they are always nice to me."

Working in partnership with others; Continuous learning and improving care

- People received effective care because the service worked in partnership with health and social care professionals. A health and social care professional told us, "[Person] was a particularly complex case, in terms of manual handling, the environment and their health conditions. Kolours worked well with myself to try and resolve some of the issues they were facing, they were always open and honest in their communication and happy to accept any ideas I had with regards to equipment, moving and handling etc. The carers that I met in the community were always caring and compassionate, appeared to be well trained and good at their jobs."
- The registered manager was committed to providing high quality care and were members of various forums which ensured best practice and current guidance in relation to COVID-19 could be implemented within the service.