

Grace Live In Carers Ltd

# Grace 247 Care Wiltshire

## Inspection report

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Date of inspection visit:  
23 March 2021

Date of publication:  
26 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Good** ●

Is the service well-led?

**Good** ●

# Summary of findings

## Overall summary

### About the service

Grace 247 Care Wiltshire is a small domiciliary care agency based in Salisbury. The service was registered with the Care Quality Commission on 7 January 2021 and this was their first inspection. The service offered support to people who require help with day to day routines, including personal care, meal preparation, shopping and housework. At the time of inspection there were 15 people receiving support.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

People were protected from abuse. The staff knew how to identify and report concerns about people's safety. Safe staff recruitment processes were followed. The necessary checks were made when new people commenced employment.

People spoke positively about the care staff.

During the pandemic there had been enough personal protective equipment, staff training and regular communication from management. Weekly COVID-19 testing was in place for all staff and results were passed to the management team. People confirmed they felt safe during this period of time.

The service was well managed and had an open and supportive culture. Staff told us they felt well supported by the registered manager and care coordinator.

The registered manager introduced electronic systems to monitor the overall quality of the service provided to people. The service worked closely with health and social care professionals to meet the needs of people. The registered manager spoke positively about the service and their plans for improvements.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

This was the services first inspection.

### Why we inspected

We received concerns in relation to moving and handling practices and staff training. As a result, we undertook a focused inspection to review the key questions of safe and well-led only. We have not awarded an overall rating following this inspection. This is because the service is new and we did not look at all of the key questions during the inspection.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

#### 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.

# Grace 247 Care Wiltshire

## **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 was carried out by two inspectors 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

We gave the service 24 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 23 March 2021 and ended on 6 April 2021. We visited the office location on 23 March 2021.

#### What we did before the inspection

We reviewed information we had received about the service since its registration. We sought feedback from the local authority and professionals who work with the service. 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 four people who used the service and three relatives about their experience of the care provided. We spoke with three members of staff and the registered manager. We also spoke with an occupational therapist who had experience of the service.

We reviewed a range of records. This included five 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 reviewed.

#### After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at training data and quality assurance records. We spoke with one professional who interacts with the service.

# Is the service safe?

## Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the potential risk of abuse or harm.
- Staff knew what action to take if they suspected abuse or poor practice. Staff told us they felt confident to raise concerns and knew which outside agencies to involve if needed. One member of staff said, "I get an update on what's happened and if I'm not happy raise it higher [the provider] or go externally [safeguarding/CQC]."
- There were policies and procedures for safeguarding and whistle blowing which provided clear guidance. Whistle blowing procedures protect staff from reprisals when they raise concerns about conduct at work
- The registered manager acted promptly to investigate safeguarding concerns and worked with the local authority safeguarding team.

Assessing risk, safety monitoring and management

- People's risks had been identified, assessed and recorded as part of their initial assessment.
- Risk assessments and management plans described how staff should support people to minimise any risk associated with their health and well-being.
- The registered manager identified a person was at risk using equipment in their home. Whilst they were working with healthcare professionals to minimise the risks, they had not referred the concern to the local authority safeguarding team. The person was not harmed, however a timely referral to the local authority would have involved other agencies in reviewing the risks. Appropriate action was taken during our inspection.
- An electronic monitoring system was in place. This made it easier for the service to prevent any missed appointments. On the occasions staff were running late people were not consistently contacted, one person said, "Generally, get a call if they're running slightly late."
- Staff knew what to do when there was a change in people's wellbeing and care needs. Staff felt confident to raise any concerns to the registered manager and action would be taken. One staff member said after raising a concern, "They definitely listened [management] and the district nurse has organised more equipment."

Staffing and recruitment

- Staff were recruited safely, including criminal record checks with the Disclosure and Barring Service were carried out to ensure people were protected from being supported by unsuitable staff.
- We had received concerns around staff training. Training records we reviewed showed staff had completed mandatory and induction training. We didn't see anything to substantiate the specific concerns

raised.

#### Using medicines safely

- Medicines were managed and administered safely.
- The registered manager had introduced an electronic system that recorded medication in real time which prompted staff when medicines were due. This reduced the risk of any errors and updated management when medicine had not been given on time.
- Staff completed training on medicines administration as part of their induction and refresher training with checks on their competency.

#### Preventing and controlling infection

- Staff were trained in infection prevention and control.
- Staff confirmed they had enough personal protective equipment (PPE). People confirmed PPE was provided within their homes, so it was readily available for staff and visitors.
- The registered manager communicated the importance of PPE and staff compliance during team meetings.
- The provider had commenced testing for COVID-19 in line with government guidance for care at home services and were supporting staff to access the vaccination programme.

#### Learning lessons when things go wrong

- The provider had a process for the reporting and investigation of incidents and accidents.
- Staff understood their responsibility in reporting. The registered manager provided examples of their response, what actions had been taken and the outcome to continually improve.
- The provider had systems to ensure lessons were learnt from any incidents to further improve the safety of the service. This included sharing information with the staff to ensure people were safe.
- The registered manager stated that since their registration with CQC there had been no significant accidents, incidents or near misses.



# 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.

This is the first inspection for this newly registered service. This key question has been rated good.

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 explained the electronic system enabled care plans and risk assessments could be updated immediately. This meant care staff were provided with up to date guidance on the care to be provided and checks could be done to ensure it reflected the care plan.
- Feedback from a health care professional was positive in respect of the person-centred approach. They said, "I found them [provider] to have good communication skills and have a good understanding of the customer's needs."
- Care staff told us they felt well supported in their roles and were able to communicate with management quickly. Comments included, "Any changes are communicated within 24hrs to make staff aware" and "Any information sent out is on there [phone] for immediate access."
- People using the service told us staff were, "Very friendly and easy to talk to" and "I like the carers very much, I like their attitude and eagerness."

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

- There were clear lines of responsibility and accountability within the service.
- All of the care workers we contacted told us they felt the culture of the service was open and it was well-led. Their comments included, "I get on well with everyone" , "I feel Grace [provider], care about us" and "normally felt over worked, overloaded but not with Grace care."
- The service had a registered manager who was supported by a care co-ordinator. Care staff we spoke with were clear about their roles and they had received appropriate training.
- Staff understood their role within the organisation and where to go to for advice and support. All the staff we spoke with had confidence in the management team and were positive about the support and encouragement they provided.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; 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 confirmed a survey had been sent to people and staff to gain their feedback. The results were being analysed at the time of the inspection.
- People had regular reviews about the care provided to check their satisfaction and make changes when

needed.

- The service had considered the equality and diverse needs of people and effort had been taken to respond to the individual needs of people. This included using visual prompts and writing on a white board and using closed questions for one person as this was their preferred means of communication.
- The registered manager was clear on their responsibility to ensure the service provided to people met their needs but also met regulatory requirements. The registered manager understood their responsibilities to notify CQC and other authorities of certain events.

Continuous learning and improving care; Working in partnership with others

- The service collaborated effectively with a variety of health and social care professionals, which achieved good outcomes for people.
- People were able to speak with the registered manager who visited people in their home providing them with an opportunity to express any concerns directly.
- Staff told us they had a good relationship with management and felt well supported. One staff member said "[Management] is very responsive and always listening."
- The provider had a range of quality assurance measures in place so they could monitor the care provided. Where issues were identified, action plans were put in place for these to be resolved.
- The registered manager was open and honest when explaining how they were working towards improving different areas of the service. They told us, "I know where I want to take this company."