

A S Home Care Services Ltd

Home Instead Senior Care

Inspection report

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21 July 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service effective?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Home Instead Senior Care is a domiciliary care agency. It provided personal care to people living in their own houses and flats in the community. The service supported older adults who were living in the Trafford and Wythenshawe areas of Greater Manchester. At the time of our inspection, the service was providing support to 111 people, of whom, 71 received support with the regulated activity 'personal care'. All people using the service either fully or part funded their own care.

Not everyone using Home Instead Senior Care received a regulated activity; CQC only inspects the service being received by people provided with 'personal care', which includes help with tasks related to personal hygiene and eating. Where people receive such support, we also take into account any wider social care provided by the service.

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

People using the service and relatives were positive about the support provided by the Home Instead Caregivers and the communication with the office-based staff.

Caregivers were also positive about working for Home Instead Senior Care and the support and training they received. There were now more e-learning courses due to the COVID-19 restrictions in place limiting the opportunities for face to face training.

Support plans were written for all clients and were reviewed every 3 months. Caregivers informed the client leads of any changes in people's support needs or medicines and said these were quickly re-assessed and support plans changed.

A quality assurance system was in place, with regular audits being completed to manage the service. There was regular communication with the Caregivers through weekly newsletters and a new staff forum meeting.

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 8 January 2019).

Why we inspected

We undertook this targeted inspection to check on whistle blowing complaints we had received about the support for Caregivers and culture at Home Instead Senior Care. We found no evidence during this inspection to substantiate these concerns. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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 effective?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our safe findings below. □

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Details are in our well-led findings below.

Inspected but not rated

Home Instead Senior Care

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check to check on whistle blowing complaints we had received about the support for Caregivers and culture at Home Instead Senior Care. We found no evidence during this inspection to substantiate these concerns.

Inspection team

One inspector visited the Home Instead Senior Care offices and telephoned members of care staff (called Caregivers). An Expert by Experience telephoned people who were supported by the service. 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 two managers registered with the Care Quality Commission (referred to in this report as registered manager 1 and registered manager 2). 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 to be sure that the provider or registered manager would be in the office to support the inspection. Inspection activity started on 21 July 2021 and ended on 26 July 2021. We visited the office location on 21 July 2021.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and used all this information to plan our inspection.

During the inspection

We spoke with ten members of staff including the provider, both registered managers, client lead, care co-

ordinators, field care supervisor and a Caregiver. We reviewed a range of records, including quality assurance, staff communications and client assessments.

After the inspection

We spoke with six people who used the service and nine relatives by telephone about their experience of the care provided. We also spoke with eight Caregivers about working for Home Instead Senior Care.

We continued to seek clarification from the provider to validate evidence found. We looked at training data, staff supervision records and the annual survey.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on whistle blowing complaints we had received about the support for Caregivers and culture at Home Instead Senior Care. We found no evidence during this inspection to substantiate these concerns. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- The new business manager completed assessments with new clients and a support plan was written from the assessment. A review of the support plan was also completed every three months. One person told us, "Someone from the office comes and visits me every three months to check if everything is okay and that they're doing everything I need."
- The new business manager introduced the Caregivers to the new client on the first support call.
- People's needs were re-assessed following a hospital admission. If Caregivers noticed any changes in people's needs or prescribed medicines, they contacted the office and an additional review was arranged. A Caregiver said, "If there's any changes (in people's needs) I ring the office to let them know. For example, one person's medication changed on discharge from hospital, so I rang the office and the medicine records were changed straight away. It was really effective."

Staff support: induction, training, skills and experience

- Caregivers received the training they needed to carry out their roles. More on-line training was being used during the COVID-19 pandemic. A new training manager had been recruited to provide face to face training courses in the future.
- New Caregivers completed a three-day induction and then shadowed experienced colleagues so they could get to know the people they were going to support and their needs. One person said, "They do introduce new staff coming along with the carers that we already know."
- Caregivers said they felt well supported by the office team, who were approachable and would assist them with any issues they raised. They had regular supervisions and spot checks where they were observed providing support, for example with moving and handling and administering medicines. One Caregiver said, "They (field care supervisor) do spot checks. They observe how I support the client. They make notes during the spot check and we go through them after the call and talk about any ways for me to improve."

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. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check on whistle blowing complaints we had received about the support for Caregivers and culture at Home Instead Senior Care. We found no evidence during this inspection to substantiate these concerns. We will assess all of the key question at the next comprehensive inspection of the service.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People and relatives said communication with the service was good and they were able to contact the office if they needed to. A relative said, "There's always someone there in the office to help you; the communication is excellent" and another told us, "They (the office staff) always contact me with any little concerns. I don't often phone the office, but when I do they are always helpful."
- All the Caregivers we spoke with said they enjoyed working for Home Instead Senior Care and felt well supported by the management team. They said they were able to phone the office at any time and the office staff would assist them to resolve any issues. A Caregiver told us, "I love everything at Home Instead, including how they treat the staff. I feel well supported by the office staff and on call; they're quick to respond."
- The registered managers had recognised their communication with the Caregivers had changed during the COVID-19 pandemic as the Caregivers could no longer pop into the office to see them as easily. A weekly newsletter was sent to all Caregivers and a staff forum had been established to promote communication with the Caregivers. Issues raised at the staff forum had been taken on board and actions put in place to address them. A Caregiver told us, "We get a newsletter and emails for any updates. I feel we get enough information and I'm welcomed into the office for my appraisals and when I collect my PPE."
- Staff turnover was seen to be low over the last three months.

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

- A quality assurance system was in place, with monthly audits for care plans, medicines administration and staff training and support. The national Home Instead office also completed regular audits at the service, with actions put in place for any issues found.
- Incident reports were reviewed to ensure any actions to reduce the risk of a re-occurrence had been completed.
- Both registered managers had clearly defined areas of responsibility following a recent re-organisation of people's roles, as well as covering for each other when needed. The office staff we spoke with were positive

about the registered managers, with one saying, "There's been positive changes with [registered manager1] and [registered manager 2]; they've dealt with things straight away."