

YOU & I CARE LTD

# YOU & I CARE LTD

## Inspection report

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Date of inspection visit:  
10 October 2023

Date of publication:  
13 November 2023

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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 expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

At the time of the inspection, the location did not care or support anyone with a learning disability or an autistic person. However, we assessed the care provision under Right Support, Right Care, Right Culture, as it is registered as a specialist service for this population group.

### About the service

You & I Care Ltd is a domiciliary care service providing personal care and support to 16 people at the time of the inspection.

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

#### Right Support:

Staff were robustly recruited, had received training and applied their skills and understanding to provide safe care. Additional specialist training was provided to staff to enhance their knowledge and raise awareness of people's individual medical conditions.

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. Staff understood the importance of providing respectful care which was person centred and tailored to individual's needs.

#### Right Care:

People had risk assessments and care plans in place developed from a robust assessment of needs. The registered manager continuously monitored the quality of the care provision to help ensure people's needs were safely met.

People and relatives praised the staff team and said they had never experienced any missed care calls.

#### Right Culture:

The quality assurance system was a robust and a continuous process. The management team worked closely with people and their relatives to help ensure their continuous satisfaction with the services delivered.

We received positive feedback from people, relatives and staff about the registered manager and the management team. People, relatives and staff all said they were confident they would be listened to and

they felt respected.

Management and staff were passionate and enthusiastic in their roles. Comments we received from staff included, "I am proud to be part of the You & I Care Ltd team" and, "I would highly recommend You & I Care to anyone looking for a care company."

The registered manager and their team quickly recognised when people's needs changed and made timely referrals to external professionals to ensure appropriate care and support was in place.

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

The last rating for this service was Good (published 02 August 2018).

#### Why we inspected

This inspection was prompted by a review of the information we held about this service.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for You & I Care Ltd on our website at [www.cqc.org.uk](http://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?

The service was safe.

Details are in our safe findings below.

Good ●

### Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

### Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

### Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

### Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

# YOU & I CARE 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

This inspection was undertaken by 1 inspector.

#### 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 provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

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 the provider or registered manager would be in the office to support the inspection.

#### 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

We received feedback from 3 people who used the service and 3 relatives about their experience of the care provided. We also had contact with 8 members of staff including care staff, the compliance manager and the registered manager who was also the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records including care plans, recruitment records and a variety of other records relating to the management and governance of the service.

# 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 Good. At this inspection the rating for this key question has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The provider had robust and effective systems to help protect people from the risk of harm or abuse and understood their responsibilities to safeguard people from abuse.
- Staff received training and were clear about how they would report any concerns both internally to the provider and externally to the safeguarding authorities.
- People and their relatives said staff provided safe care for people. A person told us, "Safety is foremost in all they do for me."

Assessing risk, safety monitoring and management

- Risks to people's health, safety and well-being were assessed and a care package was developed to remove or reduce the risks. Risk assessments enabled people to stay as independent as possible within the confines of their health needs.
- The management team were responsive to any concerns raised by the staff team. A staff member told us, "Management will immediately action any concerns that have been raised. For example, arranging emergency GP home visits whenever a person is feeling unwell."
- The management team helped ensure people received support in the event of an emergency. For example, they provided a 24 hour on-call service and provided emergency cover if needed for staff sickness or other such events.

Staffing and recruitment

- People's relatives felt there were enough staff available to meet people's care needs. They told us there had not been any missed care calls and all feedback indicated staff provided people's care within agreed time frames.
- The registered manager operated effective recruitment procedures; appropriate checks were undertaken to help ensure staff were suitable to work at the service. Satisfactory references and Disclosure and Barring Service (DBS) checks had been obtained for all staff before they worked with people independently. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Newly recruited staff were personally introduced to people who used the service by the management team.

Using medicines safely

- Staff received the necessary training and supervision to support them to safely administer people's medicines. The management team undertook competency assessments once staff had completed their

training to help ensure safe practice.

- Staff supported some people with administering their medicines and just prompted others to take theirs as needed.
- The management team had a continuous overview of when people's care had been delivered and medicine administered. This meant they were immediately aware if a care worker was running late for any reason and action could be taken to ensure people received their medicines in a timely manner.

Preventing and controlling infection

- Staff were provided with training and personal protective equipment (PPE) including gloves and aprons to help promote effective infection control. Practice in this area was monitored by the management team during spot checks. A staff member said, "The training has equipped me with the knowledge and skills necessary to confidently manage infection control procedures in my role. Additionally, I am consistently provided with an adequate supply of PPE ensuring that I can effectively safeguard my well-being and the well-being of the people I care for."
- People and their relatives told us care staff promoted good hygiene practices.

Learning lessons when things go wrong

- The provider took appropriate actions in response to any concerns and learning was shared with staff by a variety of means including updates, face to face meetings, group supervisions and team meetings.



# 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 our last inspection we rated this key question Good. At this inspection the rating for this key question has remained Good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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

- People's needs were assessed before they started to use the service. Assessments included people's support needs and their individual preferences. These assessments formed the basis of people's care plans and risk assessments.
- People's relatives praised the staff team for the effective care and support they delivered.
- The staff team told us the time allocated for the care visits was appropriate to meet people's needs. A staff member said, "We have enough time to support people, care reviews are carried out regularly to ensure that care being provided is carried out safely."

Staff support: induction, training, skills and experience

- Staff told us they received training to meet people's specific health and care needs. The registered manager confirmed staff received training in many areas including safeguarding, moving and handling, safe administration of medicines, dementia awareness, fire safety, end of life care and the Mental Capacity Act.
- The registered manager's inductions for new staff were thorough and based around the Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors. It is made up of the 15 minimum standards that should form part of a robust induction programme. Staff skills and knowledge was tested during shadow shifts prior to the staff member working with people independently.
- Staff received supervision and competency observations to help ensure they had the knowledge to perform their job roles. Staff said they enjoyed good support from the management team.
- People and their relatives praised the staff team for their skills, knowledge and compassion

Supporting people to eat and drink enough to maintain a balanced diet

- People's dietary needs and requirements were identified in their care plans and staff had a good understanding of how to support people with these.
- Staff shared their understanding of the need to encourage people to take food and fluids. The registered manager said the good communication between the team had helped prevent people from becoming ill, due to dehydration for example because care workers were diligent about reporting any concerns to the management team to take forward.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The management and staff team worked well with external professionals for the benefit of people who

used the service.

- Information was shared with other agencies if people needed to access other services such as hospitals.
- The management team told us they changed the times people received their support so they could support them to health appointments if this was the person's choice or need.

Ensuring consent to care and treatment in line with law and guidance

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 MCA 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 to receive care and treatment when this is in their best interests and legally authorised under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA.

- People and relatives told us staff always asked for consent when supporting them. People had been asked for their consent to be supported in line with their individual care plans and risk assessments.
- Staff received training in the Mental Capacity Act and had a good understanding of how to put this in to practice.

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At our last inspection we rated this key question Good. At this inspection the rating for this key question has remained Good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- The management and staff team were passionate about providing people with the care they needed, how they needed it, and in the best possible way for the individual.
- Staff had a good understanding of the people they supported. Staff took time to get to know people's individual likes and dislikes, their pasts and interests and incorporated these into their care.
- People and their relatives praised the staff team for the care and support they provided. A relative told us, "The care workers are very kind, respectful and thoughtful."

Supporting people to express their views and be involved in making decisions about their care

- People's care plans showed they were consulted about changes to their care and these were documented. Regular reviews of people's support involving people, their relatives and other professionals took place.
- People and their relatives told us they were always involved in any decisions about their care.

Respecting and promoting people's privacy, dignity and independence

- People and their relatives said staff promoted people's privacy, dignity and independence. Staff told us how people were supported to maintain their dignity and increase their independence. For example, people who had previously been cared for in bed had been supported to regain their mobility and people had been supported to reconnect with relatives they had lost contact with.
- A staff member told us about one person; "Our dedicated approach went beyond addressing physical needs to provide emotional support, companionship, and encouragement. Over time, I witnessed a remarkable transformation. The person not only regained physical health but also great enthusiasm for life. Their smile became a daily presence, and they rekindled their passions and hobbies. This is just one example of how our compassionate and holistic care consistently inspires positive, life-altering changes for those we care for and support.

# 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 Good. At this inspection the rating for this key question has remained 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

- People received care to meet their individual needs and preferences, the care was adapted to meet their changing needs. For example, where people began to regain some of their mobility the support was amended to help maximise independence.
- Care plans were detailed with regards to people's preferences, likes and dislikes. This meant staff had the information available to help ensure people received consistent care to meet their individual needs.

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 people should get the support they need in relation to communication.

- The provider had not yet had the need to make information available in different formats but said they would do so should the need arise.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- Staff shared examples where the care provided had enhanced the lives of the people they supported. A staff member told us, "People feel involved in the care we provide; For example, we cook with people, we support people to go shopping, we offer companionship, we accompany people for a meal out, just to mention a few."
- People were supported to take part in social activities to help maintain relationships with people important to them and to help manage the risks associated with isolation.

Improving care quality in response to complaints or concerns

- The provider had a complaints and compliments policy. People and their relatives told us they had a copy of the policy in their homes to access if needed. People and their relatives said they had not had the need to raise any complaints, but all said they would be confident to do so if the need arose.

End of life care and support

- The staff team supported people at the end of their life according to their wishes and preferences. People were supported to stay in their own home if they chose to do so and extra support was provided as needed from specialist services such as Hospice nurses. Staff knew how to support people at the end of their life.

# 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 Good. At this inspection the rating for this key question has remained 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; 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 management team and staff understood their roles and respected the impact their roles had for people.
- The registered manager had a clear understanding about the duty of candour and told us they encouraged staff to be open and honest in their feedback. Throughout this inspection process we found the registered manager to be very honest and open in their approach.
- The registered manager embraced innovation to improve outcomes for people, relatives and staff. Digital technology was used for all records, communications and in the management and oversight of this service. The registered manager reported the outcomes for people were positive because there was clear and respectful communication, care was monitored in real time so people's changing needs were identified quickly and appropriate action was taken.
- The registered manager operated a clear system to monitor the quality and effectiveness of the service provided by You & I Care Limited. In addition to the routine audits to benchmark the service the registered manager told us, "We audit continuously. We can check live on the (computer) system. For example, we can check when a person's medicine was administered or we can monitor people's fluid intake remotely. Otherwise, we fall behind the quality of care we believe in."

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

- The registered manager had a good understanding of their responsibilities towards the people they supported and demonstrated a strong passion for delivering person-centred care. The registered manager led from the front and had a clear philosophy about care. They told us, "Management of care is not just for the management team, it is for us all."
- People and relatives told us they found the management team to be warm and supportive. A relative told us of the support they had received when arranging a care package for a family member. They told us, "We appreciate the warm, friendly and professional attention."
- Staff said they felt proud to work for You & I Care Ltd. A staff member told us, "I would recommend You & I Care to other staff looking for care work. The company cares for the care workers and provides support whenever required. There are opportunities for company progression for example from being a care worker to a senior care worker."

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

- People and their relatives gave positive feedback about the service and how it operated. A relative said, "I can tell you that their (You & I Care) support has been priceless. I have worked with them for the best part of a year and if I could think about something I could complain about I would, but they have never missed a day nor let me down in anyway."
- Staff feedback was sought via satisfaction surveys and face to face meetings with the management team.
- Staff were positive about working for the company. A staff member told us, "I would recommend You & I Care Ltd to those seeking care. The company's commitment to excellence, compassionate approach, and dedication to improving the well-being of individuals make it a top choice for care services."
- Regular feedback about the quality of the service provided was gathered from people and their relatives. The satisfaction scores were high and written feedback included confirmed people were very happy with the care and support they received from You & I Care Ltd.

Continuous learning and improving care; Working in partnership with others

- Learning was taken from incidents to improve people's experience of care.
- The management team worked with external professionals to achieve good outcomes for people. For example, social working teams, community nurses, occupational therapists, hospices and GPs.