

Priory Care Services Ltd

Priory Care Services, Kingston

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

About the service

Priory Care Services, Kingston is a domiciliary care agency providing personal care to older people in their own homes. At the time of the inspection, 29 people were using the service.

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

Feedback from people and their relatives was uniformly positive. People were cared for safely by staff who were trained and had the skills and knowledge to manage risks to people's safety and wellbeing. Staff were safely recruited and there were enough staff to meet people's needs as planned.

Staff administered people's medicines as prescribed and followed infection prevention and control processes. Staff monitored people's wellbeing and made referrals and followed advice from relevant professionals.

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 supported people in a person-centred way and care was tailored to people's individual needs and routines. Staff knew people well and their privacy and dignity were maintained. People's rights were upheld and equality and diversity was positively embedded in the service.

The service was well-led with the registered manager promoting a positive culture and effective working relationships within the team and with relevant professionals. The registered manager clearly valued and supported their staff professionally and personally.

Health and social care professionals told us that the service was reliable, well-led and always communicated well with them.

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

Rating at last inspection

This service was registered with us in August 2021 and this was the first inspection.

Why we inspected

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

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?

Good ●

The service was safe.

Details are in our 'safe' findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our 'effective' findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our 'caring' findings below.

Is the service responsive?

Good ●

The service was responsive.

Details in our 'responsive' findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our 'well-led' findings below.

Priory Care Services, Kingston

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

The inspection was carried out 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 that the provider or registered manager would be in the office to support the inspection.

What we did before the inspection

We requested feedback from the local authority. We looked at information sent to us since the service registered such as notifications about accidents, incidents and safeguarding alerts. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection. We used all this information to plan our inspection.

During the inspection

We visited the office and spoke with the registered manager and 1 senior member of staff. We spoke with 4 people who used the service and 2 relatives or friends by phone.

We looked at records related to people's care and the management of the service. We viewed 3 people's care records, their medication records and 3 staff recruitment and induction files. We also looked at rotas, training and supervision information, and records used to monitor the quality and safety of the service. We received written feedback by email from 2 staff and 7 health and social care professionals following our visit.

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 of 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 told us they felt safe with staff. One person told us, "Extremely nice staff." A relative or friend also told us, "They're fantastic. Really good staff."
- Staff were trained in safeguarding and had the skills and knowledge to identify and report concerns. Staff were confident that the registered manager would listen to them and take action if they reported any safeguarding issues.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Risks to people's safety and wellbeing were assessed and staff understood how to minimise the risks. Staff received training in the areas required to carry out their role and responsibilities safely. Training provided included dementia, moving and handling and fire safety.
- People's care plans included up-to-date risk assessments that identified, assessed and managed risks related to people's support. For example, around their home environment, mobility, physical health conditions and nutrition.

Staffing and recruitment

- There were enough staff deployed to meet the needs of the people who used the service.
- Staff attended most calls when they were planned. People told us, "If they are late, they will ring us. They keep us in the picture" and, "They are sometimes late but they have addressed this."
- Staff were recruited safely. Appropriate employment checks were completed before staff started working with people. These included proof of identity, previous employment, their character, and right to work in the UK. People's employment was also subject to a satisfactory Disclosure and Barring Service (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- The management team communicated changes in people's needs to commissioners so care packages could be appropriately adjusted to meet people's needs. A health and social care professional commented, "[Registered manager] will call service users to reassure a smooth service and is very quick in meeting the service user and establishing care plans and risk assessments. There is feedback from Priory on any tweaks needed to care plans whether this is an increase needed or a decrease."

Using medicines safely

- People received their medicines safely and as prescribed.
- Staff were trained in administering medicines and their competency was assessed to ensure the safe management of medicines.

- Senior staff monitored people's medicines records to ensure any issues were promptly addressed.

Preventing and controlling infection

People and their relatives told us that staff wore Personal Protective Equipment (PPE) as necessary. Regular management spot checks were carried out to observe staff were following infection control procedures.

- We were assured that the provider's infection prevention and control policy was up to date.
- Staff were trained in infection control and their skills and knowledge was regularly monitored.

Learning lessons when things go wrong

- The registered manager took clear and timely action to record, report and investigate any incidents or accidents. Any lessons learned were shared with staff through supervision, team meetings and briefings.

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.

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

- Systems were in place to assess people's needs and choices in line with legislation and best practice.
- People's needs were assessed and reviewed to determine the level of support required. The registered manager accepted care packages where they were confident they could meet people's assessed needs. A health and social care professional commented, "The manager is open to discussion and working together to meet the same goal of providing a good service that meets the needs of the client. They are prompt to respond and happy to meet and work on solutions."

Staff support: induction, training, skills and experience

- Staff had the skills and knowledge to appropriately support people and meet their needs. New staff completed an induction programme which included shadowing more experienced staff and mandatory training. A relative or friend commented, "You know they are trained. Absolutely fantastic. A health and social care professional told us, "There has been no negative feedback, service users have mentioned the professional service from carers and management."
- Staff were positive about training and the support they received from the registered manager and the office team on a day to day basis. A staff member told us, "I feel supported with training and to carry my role out effectively. I have received first aid, safeguarding, medicines, hoisting, moving and handling training etc. I have regular supervision with my line manager."
- The registered manager ensured staff continued to have the appropriate skills and knowledge for their roles through spot checks and audits. A staff member said, "[Registered manager] carries out a regular spot check on me."

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

- Staff supported people to prepare meals, drinks and to eat when this was part of the commissioned package of care.
- Staff understood risks associated with eating and drinking and how to manage them which had a positive impact on people's wellbeing.

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

- Staff monitored people's wellbeing and raised concerns with senior staff and sought medical advice and made referrals when required. A health and social care professional told us, "Priory report concerns to me ensuring we involve other health professionals when necessary and respond to [person's] needs."
- Staff supported people to access health care appointments where this was part of their commissioned

care.

- Any changes to people's needs were promptly communicated to staff to ensure they could effectively support people.

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.

- Staff sought people's consent before providing support and involved them in making decisions about their care on a daily basis. One person using the service commented, "They listen. They are very understanding." A friend or relative told us how staff supported a person patiently and at their pace saying, "They wait and talk to [person]."
- The provider worked within mental capacity legislation and recorded if decisions had been made in people's best interests under the MCA.

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.

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

- Staff were kind, caring and considerate. We received positive feedback about the staff from the people and relatives we spoke with.
- Staff were clear about their job roles and the importance of treating people as individuals. The registered manager emphasised the importance of person centred care to her staff and this was reflected in the feedback we received from people and their relatives. A health and social care professional also commented, "If I have any clients with complex needs I will always request that Priory are the agency to provide the care as I trust them to provide a person centred service."
- Staff were trained in equality, diversity and inclusion in order to ensure people's care reflected what was important to them as individuals and their cultural background.

Respecting and promoting people's privacy, dignity and independence

- People's privacy, dignity and independence were maintained. In discussions, staff gave examples of how they achieved this.
- A staff member told us, "I give them their own dignity by handing them a towel and covering themselves so no one else can see that they don't want to. I converse with them making sure they are happy and that I'm fulfilling the needs of their care." A second staff member said, "I always ask what they would like me to support with, ensuring that the curtains are closed, I knock before I enter and give them space when doing personal care. I encourage them to be independent where they can." A health and social care professional told us, "Priory have supported [person] really well in their own home, as well as supporting [their relative] on an emotional level."
- People's records were stored in their homes, securely on the provider's database and safely in the staff office to protect people's personal information.

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

- People were involved in reviews of their care. Reviews enabled people to discuss what was working well, what may need adjusting and action was taken to ensure people remained happy with their care.
- People were also asked about their views and experiences during spot checks of staff.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated 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 were supported by regular staff who knew them and their individual routines well. One person said, "I am very happy with who I have." A relative or friend said, "We have the same people coming. On occasion someone different. They are all brilliant."
- People said they were able to raise any staffing issues with the registered manager who took action immediately. One person said, "I have the same people on my request." Others told us they were offered a choice of male or female staff and their decisions were respected.
- Care plans detailed people's preferred routines and personal preferences, and daily records showed their care plans were followed.

Improving care quality in response to complaints or concerns

- People and their relatives were happy with the care provided, but felt confident if they complained, any issues would be addressed.
- The provider had a relevant policy and procedure in place to manage concerns and complaints.

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

- People's communication needs were fully considered and addressed in care plans. Where identified, arrangements were made for extra training of staff to support any additional identified needs.

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

- There was a positive and supportive culture within the service.
- The registered manager valued and looked after their staff. Staff told us they were well supported and said they would recommend the service to others with comments including, "I would recommend to social services because the business is great with their clients. I would recommend to family and friends as the care is amazing!"
- People and their relatives or friends were very happy with the care they received and told us they would recommend the service to others. A relative or friend told us, "All very caring. A really good organisation." Another relative or friend said, "I am so happy that Priory are providing the care now."
- The registered manager had recently introduced a new scheme where staff volunteered their own time to spend with people using the service. Activities undertaken included trips to the garden centre, shopping and having a coffee out.

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

- Quality assurance systems were in place to help ensure the safety and quality of the service.
- The registered manager understood regulatory requirements and reported information to CQC appropriately.
- The registered manager understood their responsibilities regarding the duty of candour. They encouraged staff to be open and honest, promoted accountability and followed the provider's processes.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- Systems were in place to gather feedback from people using the service and staff. Regular updates were shared, and feedback obtained, with staff through meetings, supervision and individual contact. People and their relatives or friends were asked for their feedback during spot checks, reviews and regular informal contact.
- A 2022 staff survey reflected positive feedback from staff with some areas for improvement identified and actioned. For example, additional travel time had been allocated where required.

Working in partnership with others

- Staff worked with people and professionals to achieve good outcomes. Referrals were made to relevant professionals when required. A health and social care professional told us, "I am always pleased when my cases are with Priory as I know I can trust the manager to do a good job. She is fantastic, enthusiastic and caring, putting our clients' wellbeing at the centre of her work."