

Future Carehomes Limited

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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

Future Carehomes Limited is a domiciliary care agency that provides personal care for eight people with learning disabilities. At the time of this inspection they were supporting six people.

At the last inspection, the service was rated Good. At this inspection we found the service remained Good.

People who used the service were protected from the risk of harm and abuse. There were policies in place in relation to safeguarding and whistleblowing procedures. Care workers understood these policies.

People's risks had been assessed and there were plans in place to reduce risks.

New employees were checked before they could work with people. There were enough care workers to support people. People told us that care workers turned up on time to provide care.

People received their medicines safely. There were policies and procedures in place. Care workers administering medicines had been trained to do so.

Care workers completed an induction to ensure they were aware of their roles and duties. They were provided with regular supervisions. Appraisals were undertaken annually to assess and monitor their performance.

People told us they were treated with respect and dignity. They said they were always given a choice and care workers respected their decision.

The service was responsive to people's needs. People's support needs were assessed prior to receiving support from the service. The care plans from these assessments covered all aspects of their needs.

People and their relatives told us they thought the service was well managed. There were suitable arrangements in place to monitor the quality of the service.

The service had a Mental Capacity Act 2005 (MCA) policy to ensure care workers were provided with relevant information to uphold people's rights.

Further information is in the detailed findings below.

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 remains Safe.

Is the service effective?

Good ●

The service remains Effective.

Is the service caring?

Good ●

The service remains Caring.

Is the service responsive?

Good ●

The service remains Responsive.

Is the service well-led?

Good ●

The service remains Well-led.

Future Carehomes Limited

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This announced inspection took place on 26 May 2017. The provider was given 48 hours' notice because the location provides care to people in their own homes and we needed to be sure that a senior member of staff would be at the registered office. The inspection was carried out by a single inspector.

Prior to the inspection the provider completed and returned to us provider information return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. We reviewed previous inspection reports and other information we held about the service including notifications. Notifications are changes or events that occur at the service which the provider has a legal duty to inform us about.

During the course of the inspection we spoke with one relative of person who used the service by telephone, along with two people using the service. We also spoke with the registered manager, deputy manager, field coordinator and five care workers. We examined various records, including records of four people who used the service, such as risk assessments, and care plans. We looked at seven staff files and checked training and recruitment records. We looked at various policies and procedures including safeguarding, whistleblowing and complaints procedure.

Is the service safe?

Our findings

People told us they felt safe. One person told us, "I am well looked after". Another said, "Staff make me feel safe." A relative of one person told us that their loved ones were safe.

People who used the service were protected from the risk of harm and abuse. There were policies in place in relation to safeguarding and whistleblowing procedures. Care workers understood these policies. They had received training in safeguarding adults from abuse and were able to tell us about different signs of abuse and their reporting procedures. They were also aware they could report to the local authority or the Commission if management had taken no action in response to relevant information.

People's risks had been assessed and there were plans in place to reduce risks. The risk assessments covered areas such as medicines, environment, moving and handling and infection control. Risk assessments had been updated as needed to ensure they were relevant to the individual.

New employees were checked before they could work with people. The recruitment checks included proof of identity, two references, and employment history. The files of care workers also contained a Disclosure and Barring Service (DBS) check.

There were enough care workers to support people. People told us that staff turned up on time to provide care and support. People were supported to go on shopping trips and attend hospital appointments.

People received their medicines safely. There were policies and procedures in place. Staff administering medicines had been trained to do so. People confirmed they received their medicines on time. One person told us, "I get my medicines on time."

Is the service effective?

Our findings

People confirmed that care workers had the right skills and knowledge needed for their role. One person told us, "My carer is very good." A relative said, "Staff are well trained."

Care workers completed an induction to ensure they were aware of their roles and duties. The induction lasted three months and included training and shadowing experienced staff. Care workers had received training in core areas such as moving and handling, health and safety, food hygiene, fire safety and infection control.

Care workers had been provided with regular supervisions. Appraisals were undertaken annually to assess and monitor the performance and development needs of care workers. Each care worker had an individual development plan. A care worker told us, "We are given opportunities to identify training needs."

The service had a Mental Capacity Act 2005 (MCA) policy to ensure care workers were provided with relevant information to uphold people's rights. Where people lacked capacity to make specific decisions, the service had sought support to carry out relevant assessments. Care workers knew that a 'best interests' decision would need to be made if people were unable to make decisions. Care workers were aware of the importance of asking people for their permission before providing care.

People were supported to eat appropriate food and drink. People told us they were able to have food and drink they wanted and care workers supported them to prepare their meals. Dietary requirements for people were detailed in their care plans. One person told us, "I am supported to prepare my meals."

People had access to health care services and received on-going health care support to maintain good health.

Is the service caring?

Our findings

People told us they were very happy with the care workers who were providing care. One person told us, "My [care worker] is kind." A relative said, "Staff are ever so caring."

People told us they were treated with respect and dignity. They told us they were always given a choice and care workers respected their decision. Care workers told us they always ensured doors were closed and curtains drawn together when providing people with personal care. This was confirmed by people using the service.

The service provided regular care workers to ensure continuity of care. This also enabled care workers to build relationships with people. People told us, "I get the same [care worker] to support me." When the main care worker was unable to work the service arranged to send a shadow care worker, who had previously worked with the person.

The registered manager completed spot checks on care workers to ensure they supported people in a respectful and professional way.

Is the service responsive?

Our findings

People told us they were happy with the care and support provided. One person told us, "My carer makes sure I am okay." A relative told us, "We are involved in reviews."

People's support needs were assessed prior to receiving support from the service. The care plans from these assessments covered all aspects of their needs, including, likes, dislikes, cultural needs, spiritual needs and usual routines. Care plans gave guidance on how to meet each person's needs. They clearly detailed people's routine. They were regularly reviewed to ensure they remained up to date.

Care workers were knowledgeable about the needs of people they supported. They were required to read people's care plans before they proceeded with care. They had an up to date copy of care plans that were kept in people's homes.

People and their relatives were asked for their views and opinions during the completion of an annual satisfaction survey. They were asked if their needs were being met. The findings from the satisfaction surveys were reviewed and used to improve the support they received.

The service had a complaints procedure in place which included timescales for responding to complaints. People confirmed they were aware of the complaints procedure and who to contact in the office if they wanted to make a complaint.

Is the service well-led?

Our findings

People told us they thought the service was well managed. One person told us, "The manager is good at her job." A relative said, "The manager is good. She visits my [relative] to check if they are okay."

The registered manager was knowledgeable about people's needs. She could give us a summary about the support each person received. She was aware of the day to day running of the service. She was mindful of which staff members were on duty and the calls they were allocated.

The registered manager had a transparent and inclusive approach. Care workers told us they were well supported by the management. They were routinely asked their views about the service. They had regular meetings, which enabled them to share ideas and influence change.

There were suitable arrangements in place to monitor the quality of the service. The service carried out monthly unannounced visits to check if people were receiving good care. Regular telephone calls were also carried out to check if people were satisfied with the service. A satisfaction survey was carried out in 2016 and we saw the service had overall received positive feedback.