

Holidays With Care Ltd

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Inspection report

120 Bond Street
Blackpool
Lancashire
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Tel: 01253341218

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13 December 2019

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Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service effective?	Good ●
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Is the service caring?	Good ●
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Is the service responsive?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

About the service

Holidays with Care Ltd provides domiciliary services to 3 people with a range of disabilities whilst staying at the Bond Hotel in Blackpool. The office is based at the hotel and they assist people with their personal and social care needs during their stay. Holidays with Care Ltd will be referred to as Holidays with Care within this report.

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

The provider had systems to reduce risks linked to people's support during their holidays. Each employee had a good awareness of reporting safeguarding concerns. The provider had systems to ensure the safe management of people's medication. Staff and relatives confirmed staffing levels were sufficient. An employee said, "One thing I like about here is that we get the time to do our jobs. There's always been another staff member where we need two staff, without fail."

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. The policies and systems in the service supported this practice. The management team created and reviewed people's care plans to ensure they met their agreed goals. Staff understood their responsibilities to support and monitor each person's nutritional needs. The management team provided a range of training to underpin staff skills and knowledge. One staff member commented, "Training is really good."

The provider instilled in its workforce an ethos of inclusivity, respect and personalised care. People and relatives told us staff had a kind and caring approach. A relative stated, "They are extremely friendly. When we come here they make us feel like we are meeting up with family."

Care records held details about each person's life history and preferences to ensure support met their requirements. The ethos at Holidays with Care was centred on helping people to socialise and have an enjoyable holiday. A staff member said, "It's always about making it fun and my responsibility is always making sure they have an enjoyable holiday."

The provider ensured staff were well supported and led a service focused on quality performance and continuous improvement. A staff member told us, "[The registered manager] is brilliant, fair, supportive and helps you to just gets on with it." The management team undertook regular audits to check everyone's safety and welfare.

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

Rating at last inspection and update

The last rating for this service was good (published 06 July 2017).

Why we inspected

This was a planned inspection based on the previous rating.

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 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 are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Holidays with 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 Care Act 2014.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Holidays with Care 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

This inspection was announced. We gave 48 hours' notice of the inspection to ensure people who used the service, staff and visitors were available to talk with us.

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. 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.

During the inspection

We spoke about Holidays with Care with the provider and registered manager. We also talked with one person, two relatives and three staff. We looked at records related to the management of the service. We did

this to ensure the management team had oversight of the service, responded to any concerns and led Holidays with Care in ongoing improvements. We checked care records of people who used the service and looked at staffing levels, recruitment procedures and training provision.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

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

- The registered manager had systems to reduce risks linked to people's support during their holidays. These included risk assessments and control measures to guide staff about helping each person safely with, for instance, fire evacuation and mobility. A relative said, "[My relative] is very safe. The equipment is amazing, right down to the special commodes to help with mobility issues."
- The provider had good oversight of accident and incident records staff completed, including action taken to reduce any risk of reoccurrence. There were no accidents in the last year, but the registered manager evidenced how they reviewed incidents to assure people's continued safety.
- The registered manager was keen to reflect with staff on any issues to address them and improve the service. Following an incident with medication administration, they developed a one-page profile to give staff clearer, instant access to each person's information.

Preventing and controlling infection

- The provider ensured staff had access and made use of personal protective equipment, such as disposable gloves and aprons. They were not responsible for the building or environmental cleanliness, but they trained their staff to maintain good infection control standards.

Systems and processes to safeguard people from the risk of abuse

- The provider trained their staff to underpin their skills in protecting people against poor care and abuse. Each employee had a good awareness of whistleblowing and reporting concerns. One staff member stated, "I would report straight away. I don't want guilt to fester away because I did not report things. How anyone could sit on concerns whilst someone is suffering is beyond me." Relatives confirmed they felt safe. One relative told us, "We're both very safe in their hands."

Using medicines safely

- The registered manager had systems to ensure the safe management of people's medication. Staff showed a good understanding and had relevant training to underpin their skills. One staff member commented, "The manager is always checking we are doing it right. That's dead important because we need to do this really carefully." The provider checked procedures daily to assess records, stock control, prescription changes and cleanliness were of a good standard.

Staffing and recruitment

- People who used the service on a regular basis said they were supported by staff they were familiar with. The electronic monitoring system enabled good forward planning to match each person up to their preferred carer. They added their care packages were completed by adequate numbers of skilled staff. A

relative stated, "Staff-wise, we have never had a missed call and they always attend on time."

- The registered manager used the same, safe recruitment procedures we found at our last inspection. This included required references and criminal record checks.

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. At this inspection this key question has remained the same. 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; Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The management team created and reviewed people's care plans to ensure they met their agreed goals. This included a newly implemented one-page profile to provide staff with an overview of each person's support requirements. The provider told us, "We want good quality, simplified plans so as not to overwhelm people."
- Staff assessed people's health and focused care on supporting them during their holiday. One staff member said, "Any changes we get in touch with the right person, like district nurses. When we take someone to hospital we stay with them to make sure they understand their needs."
- Relatives confirmed the provider referred people to relevant services if their health declined. One relative stated, "My wife wasn't well on one trip and the staff got us into the walk-in centre straight away. Its very reassuring they know what to do because we live out of the area."

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

- The registered manager assessed people's nutritional needs to reduce the risk of malnutrition and dehydration. Holidays with Care only assisted people with their meals, they were not responsible for the preparation and safe storage of food. However, where applicable, staff understood their responsibilities to support and monitor each person's requirements.
- People commented they felt staff were caring and supportive at mealtimes and ensured they had a variety of options. A relative said, "The food is beautiful and you get lots of choice."

Staff support: induction, training, skills and experience

- The management team provided a range of training to underpin staff skills and knowledge. For example, this covered safeguarding, movement and handling, medication, food hygiene and dignity. The registered manager strengthened staff development through regular supervision.
- Staff confirmed they were supported to develop their skills. One employee stated, "It's good because the training and supervision really helps me to improve." People and their relatives told us they were assisted by experienced staff. A relative commented, "Whatever training they do is working because they are very skilled staff."

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 Act 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.

Where people may need to be deprived of their liberty in order to receive care and treatment in their own homes, the DoLS cannot be used. Instead, an application can be made to the Court of Protection (CoP) who can authorise deprivations of liberty.

We checked whether the service was working within the principles of the MCA.

- The management team discussed people's needs and agreed their care arrangements with them before their holidays. They reviewed this on their arrival and ensured care records held their signed consent to their care packages. A relative stated, "They respect me because they understand I know [my relative] best and he is more likely to respond to me." The provider does not work with people under a DoLS or CoP.
- Staff received MCA training and demonstrated a good awareness of its principles. One staff member said, "They ask where can we go and I always say it's your choice. The most important thing is they make all the decisions. What sort of a holiday would they have if we took over?"

Adapting service, design, decoration to meet people's needs

- The provider supported people staying at the hotel with their personal and social care needs, whilst assisting them to maximise their independence. Relatives confirmed accommodation was adapted to their requirements. One relative told us, "The equipment and ceiling hoist is amazing, right down to the special commode that helps with mobility issues."

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 the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

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

- The management team worked with people to create care plans and help them make decisions before and during their holidays. This inclusive approach optimised the personalised delivery of care. A relative explained, "It's important we get everything we need. The service is accessible and they understand mine and my [relative's] special needs and tailor care to that."

Respecting and promoting people's privacy, dignity and independence

- The management team developed care plans to guide staff about improving people's independence. For instance, wording in documentation made use of positive language and focused on each person's abilities. People and their relatives confirmed the provider was keen to understand their needs and how best to support them to maintain their self-reliance.
- Staff had training in the principles of dignity in care to enhance their skills and understanding. They demonstrated this in their interactions and support with people during their holidays. A staff member said, "It's essential you cover them up at all times, respect their wishes and make sure they are comfortable."

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

- The provider instilled in its workforce an ethos of inclusivity, respect and personalised care. A staff member stated, "It's essential to people we understand their needs to be able to treat them as individuals, respecting their backgrounds." The registered manager enhanced staff skills with equality and diversity training. Another employee added, "It was really interesting and important. I love diversity and it is so important we check they feel they are treated equally and fairly."
- People and relatives told us staff had a kind, caring and respectful approach to care. One person said, "The staff and managers talk to you as a person and want to get to know you." A relative added, "Staff are very friendly. We feel important to them and are very much treated as individuals. They are very respectful staff."

Is the service responsive?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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

- The management team discussed people's care packages with them and formulated a support plan to meet their needs. Each person's documentation demonstrated a person-centred approach, which staff reviewed during and at follow-up holiday stays.
- Care records held details about each person's life history and preferences to ensure support met their requirements. Staff had a good understanding of people's different needs and how best to support them. One employee said, "You really get to know them. You can only do that if you're given the time to spend with them just talking about who they are and their life story."

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 and management ethos at Holidays with Care was centred on helping people to socialise and have an enjoyable holiday. One employee told us, "This is their holiday and it's all about that, making sure they have a lot of fun and really enjoy their trip." People and their relatives confirmed they had sufficient activities and trips out to keep occupied. A relative stated, "In the long time we've been coming to the hotel, it's been fabulous." Another relative added, "The conversation is great, which is so important to me and [my husband]."

Improving care quality in response to complaints or concerns

- The provider ensured people and their relatives had information to advise them about how to make a complaint if they needed to. This included the various steps and timescales they followed to resolve any issues. A relative said, "There have been blips, which you would expect anywhere, but it's how they deal with it that matters. Here they sort things out straight away." The provider had not received any complaints in the last 12 months.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The provider assessed people's communication needs to support those with a disability, impairment or sensory loss. They recently implemented a one-page profile in pictorial format and were currently improving communication systems for individuals with behaviours that challenged the service.

End of life care and support

- The provider did not support people at the end of their lives. Information was made available to staff about how to manage emergencies and refer to other, appropriate services.

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. At this inspection this key question has remained the same. 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; Continuous learning and improving care; 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 provider ensured staff were well supported and led a service focused on quality performance and continuous improvement. Staff said the management team worked with them and were accessible and approachable. One staff member told us, "[The provider] is fantastic. I have had so much support from him and feel settled into the post now."
- The management team undertook regular audits to check everyone's safety and welfare. These included accidents and incidents, medication, environmental safety and infection control. The provider assured us they would address identified issues to minimise any risks. A relative stated, "[The provider] is very hands on and checks we are having a really good holiday."
- The management team involved staff and people in the development of the service. There was a strong attitude focused on learning from lessons and good standards in quality assurance. This included the introduction of a one-page profile to provide staff with clearer, instant access to people's information.

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

- The provider promoted an inclusive ethos and led the service well. Those we spoke with said the management team and staff worked well together. A relative confirmed, "The owners are hands on. They care and make their presence known whenever we arrive." A staff member added, "[The registered manager] is brilliant. He has given me a lot of confidence in my work."
- The registered manager sought people's feedback through satisfaction surveys provided at each visit. Responses we sampled were complimentary about care delivery. Comments seen included, 'It's very good. Carers are always understanding and happy to help;' 'Good, caring and friendly;' and, 'The service from all has been of a high quality.'
- Staff told us they had a variety of opportunities to make suggestions, raise any concerns and keep up-to-date. This included team meetings and mobile phone applications. A staff member said, "We are kept informed about any changes or updates. The managers are really good at keeping us informed at all times."

Working in partnership with others

- The registered manager worked closely with other services, such as local authorities and people's own

care providers, to share good practice. For example, they told us they were keen to enhance their care planning records by reviewing each person's at home documentation.