

Corporate Care Furness 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 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 provide care or support for 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

Corporate Care Furness Limited is a domiciliary care agency. It provides personal care to people living in their own homes. The service supports people living in Barrow, Ulverston and the surrounding areas of South Cumbria. There were 50 people receiving personal care when we inspected.

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

Right Support: Staff gave people choices about their care and promoted people's control of their lives and independence. They gave people support, as they needed, to make decisions about their care. 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.

Right Care: People received kind and compassionate care from a small team of staff who knew them well. Staff protected and respected people's privacy and dignity. They understood and responded to their individual needs. Staff understood how to protect people from poor care and abuse. The service worked well with other agencies to do so. Staff had training on how to recognise and report abuse and they knew how to apply it.

Right Culture: The registered manager was committed to providing people with person-centred care which promoted positive outcomes. Staff placed people's wishes, needs and rights at the heart of everything they did. People valued the support they received and told us they would recommend the service.

People were protected from avoidable harm. The registered manager had identified potential risks to people's safety and staff were trained in how to provide care in a safe way. There were enough staff to

support people. Staff gave people the support they needed to take their medicines. People were protected from the risk of infection. Staff were trained in infection prevention and control and used appropriate personal protective equipment. The registered manager had systems to ensure lessons were learned from any incidents and shared with the staff team to ensure people's safety.

The registered manager had asked people for their views and used their feedback to further improve the service. Staff worked effectively with other services which supported people, to ensure people received the care they needed and experienced positive outcomes. The registered manager was very experienced and aware of their legal responsibilities. They were committed to the continuous improvement of the service.

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, (report published 27 September 2018).

Why we inspected

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

The service had not been subject to any formal regulatory review since the inspection in 2018. We undertook a focused inspection to seek assurance people continued to receive safe, high-quality care.

We reviewed the key questions of safe and well-led only. For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating.

The overall rating for the service has remained good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Corporate Care Furness Limited on our website at 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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Corporate Care Furness Limited

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 one inspector and an Expert by Experience. 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.

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 24 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.

Inspection activity started on 15 December 2022 and ended on 3 January 2023. We visited the location's office on 15 December 2022. We contacted people who use the service, people's relatives and staff between 20 December 2022 and 3 January 2023 to gather their views about the service.

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. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 2 members of the management team and looked at the care records for 4 people. We looked at 3 staff files in relation to recruitment and training. We also looked at a range of records relating to the management of the service and how the registered manager gathered people's views about the service. We contacted 3 people who used the service and the relatives of 3 people to gather their views. We also contacted 3 members of the care team to gather their views.

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. 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; Assessing risk, safety monitoring and management

- People were safe and protected from abuse and avoidable harm. People said they felt safe with the staff who visited their homes. They said they felt safe because staff were "kind", "caring" and "reliable". A relative had also told the provider staff were, "Professional caring and ensure [relative] is safe."
- Staff knew how to identify and report concerns a person may be at risk of abuse or harm. They said if they raised any concerns with the registered manager action was taken immediately.
- The registered manager had identified potential risks to people's safety. People's care records included guidance about how to keep them safe.
- People told us the staff knew what was important to ensure they or their relatives were safe. One relative told us, "They [staff] make [relative] drinks and breakfast and stay with [relative] when they are having it in case they choke." Another relative said, "[Staff] are aware of [relative's] needs. For example, they make sure there is always a Zimmer frame where [relative] sleeps upstairs, and one at the bottom of the stairs."
- Staff told us they had the information and guidance they needed to keep people safe. They understood the importance of checking people's homes were secure and safe when they left.

Staffing and recruitment

- There were enough staff, with the appropriate skills, to support people. People told us they were supported by a small team of staff who they knew. They said staff arrived at the time arranged and stayed for the length of time agreed. One person told us, "The staff are smashing and always arrive on time." People said, if a staff member was going to be late due to circumstances beyond their control, they were informed of this. One person said, "They may sometimes be late; in which case they do call to let you know."
- Staff told us their care visits were well organised and gave them the time they needed to provide people's care.
- The registered manager followed a robust procedure when new staff were employed. All new staff had to provide evidence of their good character and their conduct in any previous roles working in health or social care. They were also checked against records held by the Disclosure and Barring Service, (DBS). DBS checks provide information including details about convictions and cautions held on the Police National Computer. This information helps employers make safer recruitment decisions.

Using medicines safely

- Staff supported people, as they needed, with taking their medicines. Staff were trained in how to manage medicines safely.
- Where people required staff to assist them with taking their medicines, this was clearly identified in their

care records. Staff kept clear records of the support they had given people with taking their medicines.

Preventing and controlling infection

- People were protected against the risk of infection. Staff were trained in infection prevention and control. The registered manager had ensured staff had appropriate personal protective equipment, (PPE) and followed government guidance about the use of PPE.
- Staff told us they had completed training in infection prevention and control, hand hygiene and how to put on and remove PPE. They said they had been provided with appropriate PPE throughout the COVID-19 pandemic. One staff member told us, "We have had PPE available at all times. We had training about hand washing and the correct use of PPE." People told us staff used appropriate PPE when in their homes.

Learning lessons when things go wrong

- The registered manager had systems to learn from incidents to ensure people were safe. This included sharing learning with the staff team as appropriate. The registered manager used digital media to share important learning promptly with staff.

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. 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.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Working in partnership with others

- People received person-centred care which met their needs and promoted positive outcomes for them. People who used the service, relatives and staff told us they would recommend the service. One person said, "I am very pleased and would recommend this service." Another person had told the registered manager, "The management, especially [registered manager], is always prepared to deal with any problems I have and it is the best care company we have ever been with."
- Staff said they felt well supported by the registered manager and senior care workers. One staff member said, "I am very supported by the manager, [registered manager], of the service as there is an open-door policy and the manager or senior on call, is only a phone call away at all times."
- The registered manager and staff worked effectively with other services. Staff knew the other services which supported people and contacted them as appropriate.
- One person had wanted to regain their independence and mobility following an injury. The staff worked with health professionals to support the person to do this. Their relative told the registered manager, "[Relative] would not have the confidence, strength or mobility if the girls [care staff] weren't so meticulous at ensuring she did her 'physio' exercises regularly."

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

- There was a very experienced registered manager in post. The registered manager and staff were clear about their roles and responsibilities.
- People knew the registered manager and told us the service was well managed. One person said, "The manager is [registered manager], and she is extremely helpful."
- The service had a good reputation in the local area and had a waiting list of people who wanted care. The registered manager continuously monitored the quality of the service and would not agree to provide care to a person unless they were confident they had the capacity to ensure good quality support would be provided.
- The registered manager was aware of their responsibilities under the duty of candour. They were open and honest with people when incidents occurred and shared information, as required, with relevant people.

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

- The registered manager had formal and informal systems to gather people's feedback about the service. People had been asked to complete a quality survey to share their views. The registered manager also asked people for their views when they telephoned or visited the office.
- Staff told us they were asked for their views and could make suggestions about how the service could be improved.
- The registered manager was committed to the continuous improvement of the service. They had used feedback received to further improve the service