

AMG Consultancy Services Limited

AMG Nursing and Care Services - Chester

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

About the service

AMG Nursing and Care Services – Chester is a domiciliary care provider who provide the regulated activity of personal care to people living in their own homes. Some people using the service were not in receipt of the regulated activity. At the time of our inspection 184 people were in receipt of personal care.

People's experience of the service and what we found

The registered manager was clear about how the service should be provided and led by example. Care workers who supported people and the office staff team were passionate and fully committed to delivering high quality person-centred care and support to people.

People told us staff were caring and kind. Staff had a good understanding of how to support people in a way that promoted their privacy, dignity and independence.

People's needs and life history were comprehensively assessed before they start using the service, people and their relatives were fully involved in the assessment and care planning processes.

Staffing levels were monitored, and we received mixed feedback about the timekeeping of staff. The registered manager discussed about the challenges of having the appropriate staffing and on-going recruitment processes in place.

Staff training was up to date and staff also received regular supervision and appraisals to ensure their development and practice was meeting people's needs.

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

Rating at last inspection

Rated Good. Published on 29 May 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 on our website at www.cqc.org.uk.

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.

AMG Nursing and Care Services - Chester

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 team consisted of 1 inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses.

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

The inspection was announced. We gave the service 1 hour notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection and to enable them to gain consent from people so we could contact them.

What we did before the inspection

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.

During the inspection

We spoke with 10 people and their relatives about their experience of the care provided. We spoke with 12 staff including the registered manager, care staff, recruitment officer, and care coordinators.

We looked at a range of records. These included 11 people's records related to their care and support, medicines records, 7 staff recruitment records, staffing rotas, and records related to the auditing and monitoring 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, this domain was rated Good. At this inspection the rating has remained Good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Risks to people's health, safety and welfare were assessed appropriately.
- Care records contained information that was person-centred. This included a life story and people's preferences when receiving care.
- Risk assessments were completed, and care plans provided specific guidance on how to safely manage risk to the person. For example, detailed assessments were in place to manage environmental and moving and handling risks.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- The systems in place protected people from the risk of abuse. People and their relatives told us they felt safe and well looked after. One person told us, "They are brilliant, and I don't have any qualms at all. I feel very safe when they come here and can't fault them and they really do a good job" and "They have good chat and are very respectful."
- Staff had received safeguarding training and were aware of the signs of abuse. They understood what to do if they had any safeguarding concerns. This included how to raise a safeguarding concern and how to use the providers whistle blowing procedure.

Staffing and recruitment

- People were supported by enough staff to meet their needs in a timely way.
- People and their relatives told us they mostly received their calls at the scheduled time from regular staff but sometimes staff would be early or late. One relative told us, "It is a bit hit and miss and I have made that point to them, and I know they are trying."
- The registered manager worked attentively to ensure they had ongoing recruitment of staff to fill any vacancies and provide consistent care.
- Staff personnel files contained the appropriate information required to ensure 'fit and proper persons' were employed.
- The provider carried out Disclosure and Barring Service (DBS) checks. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Using medicines safely

- Safe medication administration procedures and arrangements were in place. There was a system in place that ensured and promoted safe management and administration of medication.
- Medication was administered by trained staff who regularly had their competency checked. One staff

member told us, "They are on the ball with that and train us all very well. We are always checking and we make sure right medication, right day, right time, right amount, right person. They check we are doing it right all the time."

- Medication policies were complied with and staff followed medication administration guidance, ensuring people received medication support in line with their care plan.

Learning lessons when things go wrong

- Accidents and incidents were investigated appropriately, and lessons were learnt when things went wrong.
- The provider ensured there were robust accident, incidents and safeguarding procedures in place. There was a system for staff to report incidents or concerns and investigations took place when necessary and lessons were learnt.

Preventing and controlling infection

- People who used the service told us staff always wore personal protective equipment (PPE) during visits and staff confirmed they had access to adequate supplies.
- The provider completed spot checks on staff to see if they are wearing PPE appropriately. When staff have been found not to be following best practice they have been supported and monitored further to ensure they use PPE as set out in the provider policy.

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 this domain was rated Good. At this inspection this domain 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.

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

- People and staff were involved in the running of the service and fully understood and took into account people's protected characteristics.
- Views and opinions were sought from people, relatives, staff and other stakeholders. Feedback was used to develop the service.
- Systems were in place to monitor and review the service to ensure the quality of care and support was in line with the providers expectations.
- Spot checks were carried out to ensure staff were following care plans and carrying out their role. Staff were given feedback to identify what they were doing well and how they could develop.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The service was consistently well-led. The culture was open, inclusive and people were supported to make decisions about the level of care they received.
- Staff said they were able to raise concerns with the manager openly. This meant people could be confident that staff were promoting an open and honest culture within the service.
- Organisational policies and procedures set out what was expected of staff when supporting people. Staff had access to these, and they were familiar with the key policies.
- The provider had an effective management structure that monitored the quality of care to drive improvements in service delivery.
- The provider promoted a learning culture at the service which improved the care people received.

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

- Management understood their regulatory responsibilities and the need to be open and honest.
- There were clear roles and responsibilities within the organisation.
- Open and honest relationships had been developed and the people and relatives told us that there were effective methods of communication in place.

Working in partnership with others

- The provider worked in partnership with others to ensure people received appropriate support in line with their needs.
- Professionals we spoke with held the provider in high regard. One professional said, "I have worked alongside AMG Nursing for many years. I have always found their staff to be very professional. They always respond in an effective/timely manner and extremely approachable and caring. When I have requested support in the past, nothing has been too much trouble and staff are always willing to help" and "When new equipment and strategies are introduced the seniors ensure the care plans are updated and the staff are trained."