

Farrell Healthcare Limited

# Farrell Healthcare Head Office

## 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

Farrell Healthcare Head Office provides domiciliary services to 35 people who require support in their own home at the time of our inspection. The service supports a wide range of people in the community and operates seven days a week, with out of hours contacts. Farrell Healthcare Head Office will be referred to as Farrell Healthcare within this report.

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

People and relatives commented they felt safe whilst using Farrell Healthcare. A relative said, "It's a stress-free service for me as a relative." Staff demonstrated a good awareness of reporting concerns and whistleblowing to protect people from poor care, abuse or harm.

The registered manager had systems to monitor, assess and reduce risks related to supporting people in their own homes. Staff demonstrated a good awareness of their duties to prompt people to take their medication. This helped them to protect people from unsafe medicines procedures.

Staff told us staffing levels were sufficient to give them time to complete visits in a calm and unhurried way. A staff member stated, "There's enough of us to make sure everything is covered." The management team had a variety of systems to ensure their workforce was well trained.

The management team assessed, monitored and reviewed people's care plans to ensure they continued to meet their needs. Part of this process included timely referral to other agencies to help people maintain a healthy lifestyle. The management team guided staff to meet people's needs where nutritional support formed part of their care package.

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. People confirmed staff consistently sought their permission before assisting them.

People and their relatives said staff had a caring, respectful attitude and they were at the heart of their care plans. A relative told us, "They are excellent carers who have enhanced our lives." The management team assessed people's needs with them to develop personalised care packages.

The managers fostered an inclusive ethos by involving everyone in service improvement. A relative told us, "I am impressed with them and my overwhelming gratitude for the support they have given us." The management team completed various audits to assess safety and quality assurance.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 28 February 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?**

The service was safe.

Details are in our safe findings below.

**Good** ●

### **Is the service effective?**

The service was effective.

Details are in our effective findings below.

**Good** ●

### **Is the service caring?**

The service was caring.

Details are in our caring findings below.

**Good** ●

### **Is the service responsive?**

The service was responsive.

Details are in our responsive findings below.

**Good** ●

### **Is the service well-led?**

The service was well-led.

Details are in our well-led findings below.

**Good** ●

# Farrell Healthcare Head Office

## **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

Farrell Healthcare 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 Farrell Healthcare with the service manager and the registered manager. We also talked with two people, three relatives and two 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 Farrell Healthcare 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.

Systems and processes to safeguard people from the risk of abuse

- Staff demonstrated a good awareness of reporting concerns and whistleblowing to protect people from poor care, abuse or harm. An employee commented, "I am confident I know what to do. I wouldn't blink before I would need to report anything, these people come first, always." The registered manager underpinned staff awareness with related training.
- People and their relatives told us they felt safe whilst using Farrell Healthcare. One person said, "I feel very safe in their hands." A relative added, "[My relative] is safe, I have no doubt of that."

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

- The registered manager had systems to monitor, assess and reduce risks associated with supporting people in their own homes. For example, they had good oversight of accidents and incidents, including remedial action taken to mitigate the reoccurrence of hazards.
- Staff completed risk assessments to support people appropriately and safely. They covered multiple areas, such as falls, environmental safety, smoking and mobility, as well as measures to reduce related risks.
- The registered manager and staff were keen to review lessons learnt to improve care delivery. For instance, they introduced a new approach to prevent a medication error reoccurring. This included involving people in all the usual checks associated with medication. A manager stated, "If staff explain what is going on in their head they are less likely to make mistakes."

Using medicines safely

- The registered manager monitored and audited medication procedures to assess people received their medicines safely. A manager explained the new measures are, "also another way of involving people and helping them understand their medication."
- Staff demonstrated a good awareness of their duties to prompt people to take their medication. One person had self-administered incorrectly by taking the wrong day's supply. The staff member was very courteous and supportive in assisting the individual to follow the correct procedures. This person said, "It's a big part of their job, to make sure I take my tablets safely, but they do it well."

Preventing and controlling infection

- The management team provided staff with infection control training to enhance their related skills when supporting people in their own homes. People and relatives confirmed staff maintained a hygienic environment. A relative told us, "They do a good job of keeping the place clean and tidy. I've seen the carers consistently wear gloves."

Staffing and recruitment

- The registered manager used the same, safe recruitment procedures we found at our last inspection. This included a full employment history, references and criminal record checks.
- People stated they were supported by a core team, which assisted them to develop strong bonds because the same staff regularly helped them. One person commented, "I usually get the same carers, they try very hard with that. They are all brilliant though, whoever I get." Staff told us staffing levels were sufficient to give them time to complete visits in a calm and unhurried way.



# 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.

Staff support: induction, training, skills and experience

- The management team had a variety of systems to ensure their workforce was well trained and updated to current good practice. This included guidance and competency-testing in food hygiene, infection control, movement and handling, medication and behaviour management. A relative told us, "I have seen the training they do, so I am confident they get skilled up."
- Staff confirmed they had sufficient training and supervision to underpin their skills. One employee said, "I've had the induction and all the training. It really gave me the confidence to do the job. I am doing my NVQ soon, they really do help you get proper qualified."

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 assessed, monitored and reviewed people's care plans to ensure they continued to meet their needs. Part of this process included timely referral to other agencies to help people maintain a healthy lifestyle. A relative explained, "Communication is key and Farrell do that brilliantly."
- People and relatives stated staff reviewed their progress and referred them to other services to manage their changing needs. A relative told us staff noted their family member was losing weight, but their GP was reluctant to do anything. They added, "I spoke with [the manager] and if were not for her advice, my [relative] would not be on supplements and putting weight on."

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

- The management team guided staff to meet people's needs where nutritional support formed part of their care package. They developed a care plan to guide staff to support each person to reduce the risk of malnutrition or dehydration.
- People and their relatives commented staff assisted them to eat healthily and offered a choice of meals. A relative said, "The carers are very good with [my relative]'s nutrition. They don't go in and just get on with it, they ask what she wants and how much."

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 who can authorise deprivations of liberty

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

- The registered manager discussed and approved care planning and risk assessments with people and their representatives. Care records held signed consent to care packages agreed between the person and the service. Those we spoke with confirmed staff consistently sought their permission before assisting them. A relative told us, "Yes we drew up a care plan together. They have never done anything that has not been with our agreement, they're great carers."
- The provider ensured staff had dementia training to underpin their skills. They demonstrated a good awareness of supporting people within the principles of consent. One employee stated, "I always explain things beforehand then ask for their permission before I proceed with anything."

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

- Staff supported people in their own homes and assisted them to retain their independence as much as possible. The management team completed internal and external environmental risk assessments to guide staff to reduce hazards and maintain each person's safety.

# 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 registered manager ensured people and their relatives were at the heart of their care planning to develop a personalised service. A relative told us, "[The manager] met with us to get as much information as possible about both of us. We talked about the care plan and checked we felt it was adequate to what we needed." Care records held evidence the management team explored and agreed care packages with each person or their representative.

Respecting and promoting people's privacy, dignity and independence

- The management team worked with staff to enhance their awareness of dignity in care and foster strong bonds with people and their families. A relative commented, "They are exceptional staff and have worked hard to treat us as a whole family, our dog included." The registered manager developed care plans to guide staff about the respectful delivery of care packages.
- People said staff helped them optimise their self-determination and their care plans reflected agreed goals. One person stated, "The most important thing to me is my independence. The staff have seen to it that I'm getting it back more and more through their care and dedication."

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

- The management team created care plans that included information to meet each person's diverse needs. Staff demonstrated a sound awareness of supporting people to retain their individuality. An employee explained, "I love my job. I see it as being their friend, giving them some tenderness and fun so that they get that sense of being an individual again."
- People and their relatives told us staff had a caring, respectful attitude. One person commented, "The carers, and I mean all of them, are excellent. They all care and go that extra mile." A relative added, "The staff are so pleasant, so lovely. You can train people, you can't train that loving, caring attitude they have. All of them go above and beyond."

## 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 and assessed people's requirements with them and their relatives to develop care packages that met their personalised needs. A relative told us, "They respond to her really well and know her inside out. That's because they have taken the time to really get to understand her as a person."
- Care records held details about each person's life history and preferences to ensure support met their requirements. Staff confirmed this information helped them to understand people and how they wished to be assisted. A relative commented, "Every time I see [my relative] I check the paperwork and it is always up-to-date. It's very clear instruction for the staff."
- Staff said the managers instilled in them the importance of assisting people with their social needs during each care visit. Those we spoke with told us this helped to reduce isolation. A person stated, "[A staff member] is exceptional, I'm really pleased when it's him coming because I really have fun with him. They all spend time sitting and gassing, I'm so grateful for that."

End of life care and support

- The management team developed care records that covered each person's end of life and spiritual wishes. At the time of our inspection, no-one received end of life care from Farrell Healthcare. However, relatives who worked with staff in the recent past had made positive comments. These included, '[We] wanted to thank you and your team for everything you did for [our relative] in his last few 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.

- A manager told us they checked people's communication needs to support those with a disability, impairment or sensory loss. They added they would provide additional support to ensure each person was able to verbalise their requirements. A relative said, "Farrell has really good communication."

Improving care quality in response to complaints or concerns

- The registered manager provided information packs for people and relatives to advise them how to raise concerns and how these would be managed. They stated they had not received any complaints over the last year. Those we spoke with confirmed they understood the service's complaints process. A relative told us, "No, I don't have any complaints, but if I did I am certain they would resolve them immediately."

# 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

- The management team completed various audits to assess safety and quality assurance. They reviewed, for example, accidents and incidents, care files, staff records and medication. The manager told us, "We have a working lunch every month with staff to bounce off each other what works what doesn't for our clients, as well as looking at training and to resolve any issues."
- Staff were clear about their responsibilities and commented the management team was supportive and led the service well. One employee said, "You can't fault the managers. If you've got an issue they are really supportive and help us to work things out."
- The registered manager involved staff in service development and invested in their workforce. One employee stated, "Farrell Healthcare is great to work for. I feel valued and listened to." Another staff member added, "I feel valued, you know, really appreciated for the work I do."

Working in partnership with others

- The registered manager worked closely with other services, such as the local authority provider forum, to share good practice. For example, they engaged with the occupational therapy team, who provided training when new equipment was introduced, such as hoists.

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 management team promoted an inclusive ethos by involving staff, people and relatives in improving the service. Those we spoke with said the service had strong leadership. A relative stated, "[The manager] is very proactive." Another relative added, "[The manager] phones me regularly and asks for our comments. It gives me confidence they are giving the best care."
- The registered manager sought people's feedback in various ways, such as a new survey they developed following our last inspection. Additionally, they developed a social media forum to encourage anyone to raise concerns or positive statements about Farrell Healthcare. Comments seen included, 'Lovely team. Glad to have found you,' 'I would recommend Farrell Healthcare 100% to anyone' and, 'These guys cared for my [relative]. Angels every one of them.'

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

- Staff, people and visitors consistently told us the management team worked transparently with them to promote an open working culture. Everyone we spoke with confirmed they felt confident issues would be addressed quickly and the registered manager had a hands-on approach. A relative said, "I can talk with [the manager] and get her advice, which tells me she is very skilled and knows what she is doing."