

Guardian Homecare UK Ltd

# Guardian Homecare (Morecambe)

## Inspection report

1 Townley Street  
Morecambe  
Lancashire  
LA4 5JQ

Tel: 01524402340

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Guardian Homecare (Morecambe) is a domiciliary care service providing personal care and support to 132 people living within their own homes at the time of inspection. 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

The registered manager and staff had a good understanding of supporting people safely during the current pandemic. For example, staff comments included, "We know the process for supporting people safely in their home. The support and guidance from the office is second to none." Another said, "We have had lots of COVID -19 training and we have always had access to sufficient personal protective equipment (PPE)." Staff had up to date guidance and protocols were in place from the service to enable staff to support people safely. Regular COVID-19 testing was in place for all staff weekly and results were passed to the management team. A staff member said, "We have to produce negative results for the service to enable us to carry on working which is really good. The management team are excellent with support around this." Staff were recruited safely and evidence highlighted the support staff received throughout the pandemic from the management team.

The Management team provided multiple opportunities to assist people who used the agency to pass their views to the management team. One person said, "We do give our views on the care they provide which has always been good." Staff feed back their experiences of support they received from the service in their supervision sessions and team meetings. The management team had extensive auditing systems to maintain ongoing oversight of the agency.

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 and update

The last rating for this service was good (published 03 February 2020).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received about the service. The inspection was prompted due to concerns the management team continued to employ staff to carry on their duties whilst testing positive with the COVID-19 virus. Therefore putting people who used the service at risk. A decision was made for us to inspect and examine those risks.

We looked at infection prevention and control measures under the safe key question. We look at this in all inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Guardian Homecare (Morecambe) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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 well-led findings below.

**Inspected but not rated**

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

The service was well-led.

Details are in our well-led findings below.

**Inspected but not rated**

# Guardian Homecare (Morecambe)

## **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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

This service 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. This was to ensure the management team were available during the inspection visit.

#### 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 commissioning and safeguarding teams. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected Guardian Homecare (Morecambe) and made the judgements in this report. We used all this information to plan our inspection.

#### During the inspection

We spoke about Guardian Homecare (Morecambe) with three people who used the service, 12 staff, the registered manager and the area manager. We checked staffing levels, staff rotas, training records and recruitment procedures. In addition, we looked at records related to the management of the service. We did this to ensure the provider had oversight of the service, responded to any concerns and led Guardian Homecare (Morecambe) in ongoing improvements.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at their quality assurance systems.

# 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.

### Preventing and controlling infection

- The registered manager and staff had a good understanding of supporting people safely during the current pandemic crisis. They had enhanced training sourced from within the organisation training team around infection control practices and COVID-19 protocols in people's homes. In addition, staff received constant updates and guidance from the management team, to keep people up to date with the changing COVID-19 guidance. This was confirmed by documentation we looked at and discussion with staff. For example, one staff member said, "Excellent training and guidance we have been given." Another said, "The training and management team support has really helped me stay safe and always look after people safely."
- There were good stocks of PPE available such as disposable gloves, masks and aprons. Staff spoken with confirmed this.
- COVID-19 tests were completed weekly by the service and robust procedures were in place to ensure the information was analysed by the management team. This was to ensure staff were checked regularly and any health issues were highlighted and dealt with. Staff told us the support was 'excellent' if staff were unwell or felt they had symptoms of COVID-19. All staff spoken with confirmed this. One said, "Excellent support the management team were brilliant supporting me when I was unwell." Another said, "You certainly could not work until the [registered manager] had the test information about each person. They are so protective of the clients and support us well if we have any health problems during this pandemic."

### Staffing and recruitment

- The management team ensured sufficient numbers of suitably qualified staff were available to meet peoples' needs. Rotas were checked and annual leave agreed in advance and people knew staff who would be supporting them. One person who used the service said, "They are very good and stick to people we know which is good. A staff member told us, "We have enough staff. It has been tough but with great support from the service during this pandemic."
- The manager used the same, safe recruitment procedures we found at our last inspection. Staff stated their recruitment was thorough and they completed an induction programme prior to commencing work.

# 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.

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

- The registered manager and management team created an open culture and encouraged people to provide their views about how the agency was run. Comments from staff and people who used the service confirmed this. For example, one person said, "They have a very good system for us to feedback information and keep us fully informed of the latest situations."
- People who used the agency and relevant others were regularly involved in consultation about the provision of the service and how care was delivered in their homes. A relative spoken with confirmed this.
- Staff spoke highly of the management team. One employee said, "I feel listened to and feel they are approachable should I need to speak to senior staff."

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 management team had extensive auditing systems to maintain ongoing oversight of the service. The service provided a regular testing scheme for COVID-19 for all staff to follow and inform the management team of their results. They reflected on identified issues transparently and acted to improve each person's wellbeing. For instance, they supported staff when shortages occurred and maintained their safety by being available 24 hours a day for any concerns staff may have.
- Staff said they worked well as a team and people commented the service was managed well. One person stated, "I feel the managers and senior people are constantly checking on me and make me feel safe and comfortable. I know they are there if needed."

Working in partnership with others

- The registered manager and staff worked closely with health and social care agencies to share good practice and enhance care delivery. This was confirmed by discussions with the management team.