

Homecare Professionals (Essex) Limited

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Inspection report

Unit 6, Priory Works
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Essex
SS2 6LD

Tel: 01702467515

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01 February 2022
02 February 2022

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22 February 2022

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

Homecare Professionals (Essex) Ltd is a domiciliary care service and is registered to provide personal care to older and younger people, people with physical disability, sensory impairment and people may be living with dementia in their own homes. At the time of the inspection, 28 people were using the service.

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

People were very positive about their experience of using the service. One person told us, "They are perfect, brilliant I don't need anything else." A relative told us, "They look after my mum really well, they are all lovely and caring."

Care and treatment were planned and delivered in a way that was intended to ensure people's safety and welfare. People were cared for safely by staff who had been recruited and employed after appropriate checks had been completed. Staff had received appropriate training to ensure they had the skills and knowledge to meet people's needs. There were systems in place to minimise the risk of infection and to learn lessons from accidents and incidents. Medication was dispensed by staff who had received training to do so.

The registered manager had systems in place to monitor the care people were receiving through audits and feedback from people. This information was reviewed on a regular basis and improvements made where needed.

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 requires improvement (published 5 June 2019) and there were breaches of regulation. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

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 changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Homecare Professionals (Essex) 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.

HomeCare Professionals (Essex) 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 completed 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. The registered manager was also the provider for the service and they had a manager in place for the day to day running of the service.

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 1 February 2022 and ended on 2 February 2022. We visited the location's office on 1 February 2022.

What we did before the inspection

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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used all this information to plan our inspection.

During the inspection

We spoke three people who used the service and one relative. We spoke with the registered manager, manager and two care workers. We reviewed three people's care records, two staff files and information in relation to the running of the service including audits.

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 requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

At our last inspection in March 2019 the service was in breach of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was due to recruitment checks not being completed correctly. At this inspection improvements had been made and the service was no longer in breach of this regulation.

Staffing and recruitment

- The provider had systems in place to complete full recruitment checks on staff wishing to commence employment. This included obtaining references, proof of identification and right to work in the UK. DBS checks were also completed. Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- The provider employed a company to complete thorough background checks on new staff.
- The manager told us they continued to recruit staff however, they did currently have enough staff to provide support to people using the service.
- New staff received a full induction and training, including shadowing with experienced staff.
- People told us they were supported by regular care workers. One person said, "I have the same regular carers, they have become like friends now they know me so well."

Systems and processes to safeguard people from the risk of abuse

- The provider and manager had systems in place to protect people from the risk of abuse.
- Staff had received training on how to safeguard people. One member of staff said, "If I had any concerns, I would notify the manager or a social worker."
- People told us they felt safe with staff. One person said, "I feel safe with the staff, they are all trained and know what they are doing. Nothing is too much for them."
- The manager knew how to raise safeguarding concerns to the local authority and had done so when needed, to keep people safe.

Assessing risk, safety monitoring and management

- Assessments were completed to identify risks to people and provided guidance to staff on the actions to take to mitigate these risks. Support plans were person centred to each person's particular needs.
- Additional risk assessments were in each person's file providing information on their needs should they require emergency healthcare or if staff needed to contact 111.
- Staff were aware they needed to keep codes to key safes confidential and the importance of scrambling codes after use to keep people secure in their homes.

Using medicines safely

- People received their medicines safely. Staff had received training on how to support people with medicines.
- Where people were in receipt of medicines an assessment had been completed to alert staff to any risks. Medication administration records were in place for staff to confirm administration of people's medicines in line with prescribing instructions.
- The manager checked people's medicines weekly and audited medication administration records for any errors.

Preventing and controlling infection

- Staff had received training on infection prevention and control. All staff were provided with PPE to keep them and the people they were supporting safe. One member of staff said, "We have a good stock of PPE and can collect it weekly from the office."
- Staff had been supported to have the vaccine against COVID 19 and were taking part in regular testing.

Learning lessons when things go wrong

- The manager shared information with staff through meetings and had regular telephone contact with staff to give them any updates on any changes in guidance or share lessons learned when things had gone wrong.

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 requires improvement. At this inspection the rating has changed to 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

- People and relatives were very positive about the service they received. One person told us, "I greatly appreciate the service I get. Nothing is too much trouble for the carers." A relative told us, "We have been using them for a number of years. They are a really lovely company to deal with."
- The manager told us they were a spot provider, which meant they could start delivering care quickly if they had the capacity and resources to do so. Each person's care needs were assessed by the manager and a care plan put in place to support each person's individual needs.
- The manager and staff told us, they wanted to support people to be cared for in their own homes as independently as possible. One person said, "I always have two carers and they keep checking with me and talking about my care plan."

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

- The provider had a manager in place to support the running of the service. There was a good support structure in place with senior staff and an on-call rota to ensure staff always had a point of call for support.
- Staff had regular care rounds so that they could build up a good rapport with people to support their needs.
- The manager kept staff up to date with all the information and guidance they needed to support people safely, with regular meetings and supervision.
- There were systems in place to complete regular audits at the service to monitor the care being delivered.
- The provider and manager understood their responsibilities under duty of candour to be honest and open if things go wrong.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- We saw from care plans that people's equality characteristics were considered and respected. One person told us, "I am always treated with dignity." We saw were people preferred staff of a specific gender to care for them this was catered for.
- The manager and provider regularly engaged with people and relatives to get their feedback on the service and reviewed their care needs.

Continuous learning and improving care; Working in partnership with others

- Staff completed regular training to keep them up to date and knowledgeable.
- The manager had good links with other healthcare professionals so that a multidisciplinary team approach to care could be taken. This included referrals to the district nurse team, occupational therapist and reviews of care packages with social workers.