

Happy Days Care Agency Ltd

# Happy Days Care Agency Ltd

## 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

Happy Days Care Agency is a domiciliary care service located in Bolton, Greater Manchester. The service provides support to people in their own houses and flats. At the time of the inspection there was one person receiving the regulated activity '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

People who used the service said they felt safe. Staff were recruited safely and there were enough staff to provide people's care. People confirmed personal protective equipment (PPE) was always worn by staff when delivering 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. People received enough to eat and drink and said staff provided assistance as needed. Staff told us enough training was available to support them in their roles, with ongoing supervision also provided.

We received positive feedback from people who used the service and relatives about the care provided. People said they felt treated with dignity, respect and had their independence promoted as required.

People had detailed care plans in place regarding the care and support staff needed to deliver. There was an appropriate complaints system in place.

There were systems in place for people who used the service and staff to provide feedback about their care through audits, surveys and meetings. Staff spoken with during the inspection told us they felt the service was well-led and enjoyed their roles.

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

This service was registered with us on 10 November 2021 and this was the first inspection.

### Why we inspected

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

The overall rating for the service is good. This is based on the findings at this inspection.

### 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?

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 ●

# Happy Days Care Agency Ltd

## **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

This inspection was carried out by an 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.

#### 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 48 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 was carried out between 3 and 11 November 2022. Further inspection activity was

completed via telephone and by email, including speaking with people who used the service and their relatives and reviewing additional evidence and information sent to us by the provider.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from professionals who worked with the service, including Bolton local authority. 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. We used all this information to plan our inspection.

#### During the inspection

We spoke with 1 person who used the service and 1 relative about their experience of the care provided. We also spoke with 4 members of staff including 2 care staff, the registered manager and one of the company directors.

We reviewed a range of records. This included 1 care plan and 2 staff recruitment files. A variety of other records relating to the management of the service were also considered as part of the inspection.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. This key question has been rated as good. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

- There were enough staff employed to care for people safely. People who used the service said there were enough staff to deliver their care and had never experienced late or missed visits. One person said, "The staff arrive on time and always stay with me if I need them." A relative said, "The staff are flexible with call timings."
- Each member of staff had their own rota in place and the feedback we received was that these were well managed. One member of staff said, "There are enough staff and I feel we are able to meet (person's) care needs."
- Staff were recruited safely, with all the necessary procedures carried out. Staff confirmed they were asked to complete these checks when they first began working for the service.

### Assessing risk, safety monitoring and management; Preventing and controlling infection

- People had a range of risk assessments in place regarding their care. These included moving and handling, and people's living environment. Where any risks were identified, control measures were in place about how to keep people safe.
- Staff said they had enough personal protective equipment (PPE) available and people confirmed it was always worn when delivering care. Staff confirmed they carried out COVID-19 testing where required.

### Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People told us they felt safe as a result of the care they received. One person said, "I feel safe. They stay with me when I need them." A relative said, "(Person) is safe 100%. I trust them."
- Safeguarding and whistleblowing policy and procedures were in place and the training matrix showed staff received training. Staff displayed a good understanding about safeguarding and how to recognize potential concerns. One member of staff said, "Signs of safeguarding could be bruising, or marks on a person's body. I would report these concerns to the manager."
- At the time of our inspection, there had not been any accidents or incidents, however the registered manager was aware about how this needed to be monitored.

### Using medicines safely

- At the time of the inspection staff did not administer medicines to anyone, but prompted one person to take their own medicines. Staff had completed medication training to support them in their role if medicines ever needed to be administered as part of a care package.

# 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.

This is the first inspection for this newly registered service. This key question has been rated as good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

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 authorized under the MCA. When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorize people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA.

- The registered manager told us they had not yet needed to complete a MCA assessment for anybody currently using the service, although they were aware of the process should this need to be done.
- An MCA policy and procedure was in place for staff to follow when needed.
- Staff understood about the MCA and how to seek consent from people.

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;

- People's needs were assessed when their care package first commenced and these involved people's friends and families when possible. People were initially referred to the service via the local authority.
- Staff monitored people's health and wellbeing and supported them to access healthcare service appointments as required, such as the doctors, or dentist.

Staff support: induction, training, skills and experience

- Staff told us they received the appropriate training and induction to meet the needs of the people they supported. One member of staff said, "We get enough training and could request more if we needed it."
- A training matrix was in place which detailed the different types of training staff had completed.
- Staff completed an induction when they first started working for the service, which they said helped prepare them well for the role.
- Staff supervisions took place and gave staff the opportunity to discuss their work.

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

- People told us they received enough to eat and drink and received support from staff if this was required.
- People had specific nutrition and hydration care plans in place, and this provided staff with information about the support people needed to eat and drink. At the time of the inspection however, the person receiving support from the service was able to eat and drink independently.

# 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.

This is the first inspection for this newly registered service. This key question has been rated as good. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; Respecting equality and diversity; Respecting and promoting people's privacy, dignity and independence

- People who used the service provided positive feedback about the care provided. One person said, "The care I receive is very good. The staff help me with my personal care and they are very flexible." A relative added, "I think it's very good. They help (person) with showering and getting dressed and I am really happy. They spend a lot of time with (person)."
- People spoke highly of the staff team saying they felt treated with dignity, respect and had their independence promoted where possible. One person said, "The staff do really good work and I have no complaints about any of them." A relative added, "The staff are lovely and they communicate very well with (person). They treat (person) well."
- Details were provided within care plans about any religious, or cultural requirements people had, as well as things of importance to people staff needed to be aware of.

Supporting people to express their views and be involved in making decisions about their care

- People told us they were involved in the care they received and were involved in decisions about their care. People said staff always took the time to speak with them at each visit and ask them how they wanted their care to be delivered.
- Reviews of people's care took place, and this presented people and their families an opportunity to discuss how their care was progressing and make any changes. One person said, "The staff do involve me with my care and try to let me do things if I am able."

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

This is the first inspection for this newly registered service. This key question has been rated as good. 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; Supporting people to develop and maintain relationships to avoid social isolation; Support to follow interests and to take part in activities that are socially and culturally relevant to them

- People and relatives told us they received personalised care and the service was responsive to their needs. One person said, "I can always get involved with my care and the staff do encourage me."
- People who used the service had their own care plan in place, with a copy held both at the office and in their own home. We found they provided staff with an overview of the care people needed to receive. Care plans captured person-centred information about people, such as how people like to be supported, things of importance and how they would like to be involved in the support they received.
- People were supported to participate in activities by staff within the community, if this formed part of their care package. Staff were aware of people's daily routines and how best to support them.

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.

- Staff were able to communicate with people effectively and spoke the same languages.
- People's care plans took into account their communication needs including sight, hearing and speech, as well as any sensory aids required such as glasses, or hearing aids.

Improving care quality in response to complaints or concerns

- People knew how to make a complaint if needed and said they had seen improvement following concerns they raised.
- A complaints policy and procedure was available which explained the process people could follow if they were unhappy with the service they received.

End of life care and support

- At the time of the inspection no-one was at the end stages of life. The service had a policy and procedure in place which explained the process to be followed if this was the case.

# 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.

This is the first inspection for this newly registered service. This key question has been rated as good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- There were systems in place to monitor the quality of service provided to ensure good oversight. This included audits of safeguarding, care plans and staff files. Spot checks were carried out so that the registered manager could observe staff delivering care and make any necessary improvements.
- Systems were in place to involve people, relatives and staff in how the service was run, including the use of satisfaction surveys to obtain feedback.
- Team meetings were held and surveys sent to staff to obtain their views.

Managers and staff being clear about their roles and understanding quality performance, risks and regulatory requirements;

- The registered provider was also the nominated individual. They understood their role and responsibility to submit statutory notifications, although at the time of the inspection there had not been any notifiable incidents.
- It is a legal requirement for the ratings from the last inspection to be displayed on any websites operated by the provider and at the office location. We reminded the manager and provider about this responsibility once the overall rating for the service has been awarded.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The staff team spoke of a positive culture at the service and said they enjoyed their roles. One member of staff said, "It is all going well, it is perfect. Happy Days are very good to work for and I feel well supported in my role."
- Staff told us they felt the service was well-led. One member of staff said, "The manager is doing well and we can always go to them if we have any problems or concerns."

Working in partnership with others;

- At the time of the inspection, the registered manager said their links with other organisations were limited, although this was something they were looking to work towards once they had achieved a CQC rating and had developed the service further.