

Honest Care Services Ltd

Honest Care Services

Inspection report

23 Kestrel Lane
Wellingborough
Northamptonshire
NN8 4UE

Tel: 01933815083

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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

Honest Care Services Ltd is a domiciliary care agency providing personal care to people and children with health and social care needs in their own homes. 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. At the time of the inspection 2 children were receiving personal care support.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

Right Support:

Risks to children had been assessed and strategies to reduce risk had been implemented. The registered manager understood safeguarding procedures and how to protect children from potential abuse and harm.

Children were supported to have maximum choice and control of their lives and the registered manager supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The registered manager ensured they sought consent from children and their parents before support was provided. The registered manager understood rights to refuse care. Staff supported children with dignity and respect.

Parents and children were involved in care planning.

Right Care:

Relevant training have been undertaken by the registered manager. Staff recruitment systems to recruit staff were in place.

Records were up to date. This supported children with their assessed needs.

Parents told us the registered manager was kind and caring. We received positive feedback on how the registered manager related to children.

Children were supported to remain healthy and had access healthcare professionals if needed.

Right Culture:

Management oversight systems were in place. An auditing system had been set up in order to review and

analyse information to ensure records were kept up to date and to identify where the service needed to improve.

Parents had been consistently asked to feedback on the service in order to drive any needed improvements.

Parents had the information required to contact the service and understand the service's procedures.

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

This service was registered with us on 16 August 2022 and this is the first inspection.

Why we inspected

This inspection was carried out to provide the first rating of this service following registration.

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 effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well led.

Details are in our well-led findings below.

Honest Care Services

Detailed findings

Background to this 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 1 inspector.

Service and service type

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

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

We gave the service 2 days' notice of the inspection. This was because it is a small service and we needed to be sure that the registered manager would be in the office to support the inspection. We also gave time for the registered manager to send us inspection information, so we did not have to spend an extended amount of time in the office of the service.

Inspection activity started on 1 March and ended 2 March 2023. We visited the office location on 2 March 2023.

What we did before the inspection

We reviewed information we had received about the service since registration and we sought feedback from the local authority. 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.

During the inspection

We spoke with 2 parents of children who used the service about their experience of the care provided. We also spoke with the registered manager. No other staff were employed by the service at the time of the inspection. We reviewed a range of records. This included 1 care plan. We looked at a variety of records relating to the management of the service. Policies and procedures were also reviewed.

Is the service safe?

Our findings

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

This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Children were protected from risks associated with their care and support. Risk assessments were in place for a range of issues including managing distressed behaviours and assistance with continence needs.
- Environmental risk assessments were in place and covered a range of issues including fire and tripping risks. This helped to protect children from any risks in their home setting.

Staffing and recruitment

- Staff had not yet been employed as the registered manager supplied care to the 2 children receiving personal care. The registered manager was aware of how to recruit staff safely. Recruitment systems for staff showed the registered manager would take account of good character and criminal records checks. These checks help prevent unsuitable people from working with people who used the service.
- Care plans identified the number of staff required to deliver care safely. Parents told us there were sufficient staff to provide personal care.

Preventing and controlling infection

- Children were protected from the risk of infection. Parents told us the registered manager wore personal protective equipment (PPE), for example, gloves and apron when delivering personal care to reduce the risk of infection transmission.
- The registered manager told us they would ensure that future staff would receive training in infection control, including COVID-19 and donning and doffing of PPE. There was a policy in place to ensure this happened. They said there was always enough PPE available to ensure people were protected from infection.

Systems and processes to safeguard people from the risk of abuse:

- Children were protected from the risk of abuse. Parents said the registered manager followed safe working practices and they felt there was good protection from the risk of abuse. A parent said, "I know my child is 100% safe with the manager."
- The registered manager understood how to safeguard people and children. Policies were in place to ensure staff were aware of reporting concerns to the registered manager if abuse was suspected or alleged. This included how to report to a relevant outside agency if no action had been taken by management. This indicated that management would act if there were any concerns about people's safety.
- The registered manager was aware of their duty to report any safeguarding concerns to the local authority safeguarding team.

Learning lessons when things go wrong

- Processes were in place for the reporting and follow up of accidents or incidents.

- The registered manager was aware of the need to share information about lessons learnt. Issues had not arisen to date.

Using medicines safely

- Medicines were not currently supplied to people using the service.
- The registered manager was aware of how to ensure people safely received their medicines in the future when medicines would be supplied to people. Records were available to use when staff administered people's medicine to them, to support safe practice in this area.
- The medicine policy supported people to receive their medicines in the way they preferred, when this level of support was needed.

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 Good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Staff support: induction, training, skills and experience

- Training for care staff was not yet in place as care staff had not yet been employed. The registered manager had a training matrix which showed that staff recruited in future would be trained in all relevant issues such as safeguarding, medicine administration and training relevant to providing care to children including children's safeguarding and child development.

- Parents told us that the registered manager was very competent in providing care for their children, was well trained and they had no concerns.

- The registered manager had set up a supervision matrix and plan for when staff were recruited.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- An assessment of children's needs were in place. This ensured the service was able to meet their needs and preferences.

- Parents confirm the registered manager always respected their choices in how they wanted their care to be provided.

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

- Parents said that when the registered manager provided and drinks, this was carried out effectively.

- For example, cutting up food to prevent a choking risk.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- The registered manager was aware of working with medical professionals when needed. Parents said that they were confident that the registered manager would help them if they needed support with medical appointments. This showed confidence that their children's their healthcare needs would be met.

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.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

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

- The registered manager was aware of consent issues for children and young people and with best practice guidelines. A mental capacity assessment was in place to assess people's capacity in the future.
- The registered manager was aware of the need to support people to make decisions and choices in line with their preferences, which feedback from parents confirmed.
- The registered manager was aware of the process to put best interest decisions in place when relevant and who to consult about this. This ensured people's liberty would not be unlawfully deprived.

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 service. This key question has been rated 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

- Parents told us their children were very well treated and supported. They said the registered manager was very friendly and caring and respected their children as individuals.
- The registered manager had a good knowledge of the children being supported. They were positive about providing quality care to meet children's needs.
- The registered manager understood the need to respect cultural and religious needs.

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

- Parents said they had been supported to be involved in planning and making decisions about their children's care. They said the registered manager had listened to what care was needed and acted on this.
- The registered manager was aware of how to involve parents about children's care. For example, in the activities and hobbies their children liked doing.

Respecting and promoting people's privacy, dignity and independence

- Parents confirmed that the children were respected, and their privacy, dignity and independence was encouraged.
- The registered manager promoted privacy and dignity when providing care. This was confirmed by parents.
- Policies and procedures of the service stressed the need to keep information safe and confidential.

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 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

- The registered manager provided personalised care. Parents told us their children and the registered manager had a close relationship. They said the registered manager always communicated with their children, so they felt they were recognised and happy.
- Care plans fully detailed children's personal history such as family, and their interests and hobbies. This will provide staff with personalised information to understand and engage with what is important to people and children.
- Parents had choice and control over the way their care was provided. For example, what time they wanted care calls to be made.

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.

- The registered manager was aware of the need to put systems in place when needed. This included providing information in large print, audio and pictures. There was information in care plans regarding communication needs. Information was provided in formats accessible to children.
- The registered manager was aware of the need to respect people's preferred communication style. This meant people will be able to feel valued as they can always express themselves.

Improving care quality in response to complaints or concerns

- No complaints had been made.
- A complaints policy and procedure were in place so complaints could be recorded and dealt with formally.
- Parents told us if they ever had any concerns, they would discuss this with the registered manager. This is because they had confidence in the registered manager, who was responsive to their views.

End of life care and support

- This was not yet needed at the time of the inspection.
- The registered manager was aware of the need to respect people's end-of-life wishes. A system was in place to include personal preferences in care plans and staff training was being put in place to deliver quality care.

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 Good. This meant the service was consistently managed and well-led.

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

- Auditing systems and checks were in place to check the service met people's needs. These included checks on care, care records, call times and staff recruitment. The registered manager had a plan for developing the service where oversight could be maintained as the service grew and systems embedded in practice.
- The registered manager understood their role and the needs of their future staff team so that staff could understand their responsibilities, and who to report to if they had concerns or needed help. They had membership of a registered managers forum so they could learn and be open to challenge their practice, to help to ensure a quality service.
- There were systems in place to ensure staff could be monitored and supported by the registered manager. This was to ensure staff provided appropriate care and a positive approach to people. This will allow the registered manager to maintain oversight of how care was being delivered.

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

- The registered manager aimed to promote a positive culture that is inclusive and empowering to achieve good outcomes for people. This had been successful for the parents we spoke with. One parent said, "The manager is very accommodating. She has been brilliant."
- The registered manager said the aim was to ensure staff felt supported and to respond swiftly and positively to any issues raised.

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 registered manager was aware of the duty of candour. If mistakes were made, they had a duty to be open and honest, issue an apology and take any necessary action.
- The registered manager understood information sharing requirements. They knew when concerns were identified, notifications should be sent to the CQC as required by law. There had not been a need to do this to date.

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

- Formal feedback systems were in place to be sought from people. This is to measure whether they were satisfied their care needs had been met.

- Parents said they and their children had always been treated fairly. They did not have any specific religious beliefs or cultural practices that the registered manager needed to be aware of.

Working in partnership with others

- The registered manager was aware of the need to work in partnership with other professionals when required.
- The registered manager had systems in place so that future staff understood they needed to inform the registered manager and people's families if people were ill or had an accident.
- The registered manager was supportive of the inspection and receptive to feedback when we discussed the findings.