

Mercy Home Care Services Ltd

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Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

The service is a domiciliary care agency which provides personal care services to people living in their own home. There were 37 people using the service at the time of the inspection. The service provided a mixture of domiciliary and live in care services.

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

People were happy with the care they received. They told us they received consistent staff at the agreed times.

There were appropriate numbers of staff in place to meet people's needs. The registered manager had effective systems in place to utilise staff and plan when it was safe to take on additional care packages.

There were safe systems in place around the recruitment of staff. Staff were subject to the appropriate pre-employment checks to help ensure they were suitable for their role.

Staff received appropriate training relevant to their role. There were effective systems in place to induct new staff and support their ongoing training and learning.

Rating at last inspection and update

The last rating for this service was good (published 25 February 2020).

Why we inspected

We undertook this targeted inspection to check on specific concerns we received about staffing. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Mercy Home Care Services 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.

This was a targeted inspection to check on a concern we had about staffing.

Inspection team

The inspection was completed by an inspector.

Service and service type

The service is a domiciliary care agency which provides personal care services to people living in their own home.

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 provider 24 hours' notice of the inspection. This was due to it being a small domiciliary service and we needed to ensure there would be management staff available when we visited the provider's office.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. 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 6 people and 1 relative about the care provided. We spoke with 4 staff, including the registered manager, senior staff, and care staff. We reviewed the provider's recruitment policy, staff training records and 9 staff recruitment and personnel files.

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 this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check concerns we had received about staffing. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- People and relatives told us they receive care at consistent times and that staff stayed the full duration of their care calls. Comments included, "Staff are consistent and pretty much always on time", "The continuity of staff is really good", "We agreed a time for the care calls, they kept to that. When I wanted the time changed, they did that too with no problem."
- The registered manager monitored staffing levels to ensure people's needs could be safely met. This included analysing staffing numbers, skills, and locations of new referrals to help ensure these could be staffed safely. The provider had obtained a sponsor licence to employ staff to work from outside the UK and had successfully recruited a number of candidates using this scheme.
- There were safe recruitment processes in place. The appropriate recruitment checks were carried out to help determine candidates' character, experience, and conduct in previous employment. This helped the provider identify suitable staff.
- People told us that staff were well trained and knowledgeable about their needs. Comments included, "They [staff] all seem pretty good and well trained.", and "All the staff are very good."
- Staff received training in line with The Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care sector. It is made up of the 15 minimum standards that should form part of a robust induction programme. Staff received additional training in key areas such as learning disability and autism. This helped ensure they could meet people's needs
- There were effective systems in place to induct new staff, assess their competence and monitor their working performance. New staff worked alongside experienced staff and were subject to observation of their working practice by senior staff prior to working unsupervised. Staff were given regular supervision and training updates to support their ongoing learning and development.