

Horizonz Care Ltd

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Inspection report

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Date of inspection visit:
07 July 2023

Date of publication:
08 August 2023

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

Horizonz Care Ltd is a domiciliary care agency providing personal care and support to people in their own homes. Horizonz Care Ltd provides a service to older people and younger adults. At the time of inspection, the service was providing personal care to 28 people.

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

Systems and processes were in place to safeguard people from the risk of abuse. People told us they felt safe. Staff knew how to respond to accident and incidents.

Care plans and risk assessment were detailed and set out how people wanted to be supported. People received care in a person-centred way. People were supported to take their medicines safely.

Managers and staff understood their roles and responsibilities. There was enough staff working within the service to meet people's needs. People spoke positively about the care they received from the staff. Systems were in place to monitor calls, making sure visits had been completed. Senior carers carried out spot-checks on staff. The provider had a service improvement plan to drive improvements at the service. People did not have any complaints, and if they did, they knew how to complain. The provider took opportunity to get feedback from others.

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.

Rating at last inspection

The last rating for this service was requires improvement (published 10 January 2020) and breaches of regulation were identified.

The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

The inspection was prompted due to concerns received about staffing, length of calls and quality of care. As a result, we undertook a focused inspection to review the key questions of Safe and Well led only.

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 based on the findings of 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?

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.

Horizonz Care 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

The inspection was carried out by 1 inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

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

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

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. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do

well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with 3 people and 8 relatives about their experience of care. We spoke with 8 staff including the registered manager and 2 deputy managers. We reviewed a range of records. This included people's care records and multiple medication records. A variety of records relating to the governance of the service, including policies and procedures were reviewed. We looked at 5 staff files in relation to recruitment, supervision data and quality assurance records.

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.

Systems and processes to safeguard people from the risk of abuse

- Systems and processes were in place to safeguard people from the risk of abuse.
- Staff had completed appropriate training to safeguard people from the risk of abuse.
- People and relatives told us they felt safe. One person told us, "I'm very safe as the carer's are excellent." A relative told us, "We have been with [Horizonz Care Ltd] for nine to ten years and yes [relative] is safe."

Assessing risk, safety monitoring and management

- Care plans were detailed and set out people's needs and how they wanted to be supported.
- Risks were clearly identified, risk assessments were in place and monitored to ensure there was up to date information to mitigate risks.
- Staff had access to care plans and detailed task lists. Any changes to people's health or risk were communicated to staff promptly.

Staffing and recruitment

- There were enough staff working within the service to meet people's needs.
- We received feedback that staff stayed for the full duration of scheduled calls, sometimes longer if needed. The provider also ensured people received care from consistent staff, any changes were communicated to people.
- Staff were recruited in a safe manner, and the appropriate checks were carried out, such as Disclosure and Barring Service (DBS) checks. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- People and relatives felt staff were well trained. A relative told us, "They seem well trained". A person told us, "I think the carer's are well trained as they listen to me and my [relative]."

Using medicines safely

- People were supported to take their medicines safely.
- Medication administration records were reviewed and audited regularly.
- People had no concerns about their medication support. One person told us, "I would still recommend them as the staff are very nice, they come on time and we have no issues with medication."

Preventing and controlling infection

- Staff had received training about how to prevent infections and how to use personal protective equipment (PPE).

- Senior carers carried out spot-checks on staff's use of PPE.

Learning lessons when things go wrong

- Staff knew how to respond to accident and incidents.
- The provider monitored accident and incidents and appropriate referrals were made where needed.
- The provider implemented learning following incidents. Examples were shared with us as part of the inspection process.

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.

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

A the last inspection, the provider was in breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, because they did not have an effective system of governance in place to maintain and improve the quality and safety of the service. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

- Managers and staff understood their roles and responsibilities.
- The management team demonstrated good knowledge and understating of quality assurance and completed regular audits of medicines and people's care records.
- Systems were in place to monitor calls, making sure visits had been completed.
- Relatives spoke positively about the management team. One relative said, "The [registered manager] is responsive and replies to e-mails. I talk to the them and they give us updates and reviews on [relatives] health."
- People spoke positively about the care they received. One person told us, "I've been with [Horizonz Care Ltd] for about 4 years and I have no problems, we get on well, they know how I like things done."

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

- There was a positive culture within the service. Relatives and people told us they were happy with the provider and would recommend it to others. One person told us, "Yes I would recommend because I get regular carer's."
- People's care was person centred. One relative said, "[My relative] does not eat sometimes so they stay longer to help her, they make what she likes and encourage her."
- People were positive about staff. One person said, "The present carer is everything you would want from a carer, she is excellent!"

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; Continuous learning and improving care

- The provider had a service improvement plan in place to drive improvements at the service.
- Relatives felt the provider was responsive to any changes they needed. One relative told us, "Things did change as we have had an issue recently and this has been followed up on and changes have been put in

place."

- People did not have any complaints, and if they did, they knew how to complain. One person told us, I have no complaints, but I'd ring the office if I had." A relative told us "We have no concerns and if we had they would resolve them, I'm sure."

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

- Relatives were contacted regularly about their loved one's care.
- The provider held meetings with staff regularly and sought feedback regarding relevant topics.
- The provider recently completed a satisfaction survey with people and staff, the feedback received was positive.

Working in partnership with others

- The service worked well with health and social care professionals to ensure that people received care and support that met their assessed needs.