

Chenash Homecare Specialists Ltd

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Inspection report

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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

Chenash Homecare Specialists are a domiciliary care agency providing personal care. The service provides support to people living in their own homes in the community. At the time of our inspection the service was providing personal care to 5 people.

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

People's feedback confirmed they were satisfied with the care and support provided by staff.

Staff understood how to safeguard people from abuse and knew when and how to report safeguarding concerns to the relevant people/agencies.

Staff understood how to manage risks to people to keep them safe from injury or harm.

There were enough staff to support people and meet their needs. Regular staff supported people so that the care and support they received was consistent.

Recruitment and criminal records checks were carried out on staff to make sure they were suitable to support people.

Staff followed current infection control and hygiene practice to reduce the risk of infection when providing care and support to people.

People were supported to take their prescribed medicines in a timely manner.

The managers monitored and reviewed the safety and quality of care and support provided to people. They checked that care and support was delivered to a high standard and continuing to meet people's needs.

There were arrangements in place to make sure any accidents, incidents and complaints would be fully investigated and people would be involved and informed of the outcome.

The managers sought people's views about how the service could improve further. Staff were provided opportunities to review and improve their working practices.

The managers worked proactively with partners to provide care and support that met people's needs.

For more details, please see the full report which is on the Care Quality Commission (CQC) website at www.cqc.org.uk.

Rating at last inspection

The last rating for this service was good (published 5 May 2018).

Why we inspected

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

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.

Chenash Homecare Specialists

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 team consisted of 1 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

We gave the service 48 hours' notice of the inspection. This was because we needed to be sure that the registered manager would be available to support the inspection. Inspection activity started on 1 November 2023 and ended on 6 November 2023. We visited the service on 1 November 2023.

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 1 person and 2 relatives about their experiences of the service. We also spoke with the 2 managers (the registered manager and the nominated individual) and 2 care support workers. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records including 2 people's care records, records relating to staffing, medicines management and other records relating to the management of the service.

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 good. At this inspection, the rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were kept safe from avoidable harm because staff understood how to protect them from abuse. A relative told us, "The staff are very respectful and [family member] is very safe with them."
- Staff had been trained to safeguard people and understood the signs to look for that might indicate abuse and how and when to report safeguarding concerns. A staff member told us, "We look for any signs or changes in people to make sure they are okay and if there is anything that is not right, I let the managers know straight away."
- The registered manager understood their responsibility to liaise with the local authority and other relevant agencies if a safeguarding concern about a person was reported to them. When a concern had been raised, the registered manager took appropriate action to make sure people were safe from further risk of abuse.

Assessing risk, safety monitoring and management

- Risks to people's safety were managed well. People's records set out risks to their safety and wellbeing and what staff should do to manage these risks to keep people safe. For example, there were plans for staff to follow, when moving and transferring people, to reduce the risk of people being injured through poor practices.
- Staff understood risks to people and gave us examples of how they helped people to stay safe when they were providing care and support.
- Staff had been trained to deal with emergency situations and events in people's homes to help them take appropriate action to support people in these instances.

Staffing and recruitment

- There were enough staff to meet the needs of people using the service. People were supported, wherever possible, by a regular team of staff so that the care and support they received was consistent. The registered manager told us, "Some staff are specifically trained [to meet the specific needs] of some of our people, so we make sure they stay with them."
- The service operated safe recruitment practices. They carried out appropriate checks on staff that applied to work at the service to make sure they were suitable to support people. This included checks with the Disclosure and Barring Service (DBS) who provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.

Using medicines safely

- People received their medicines safely and as prescribed. A relative told us, "[Staff] know what [family member's] needs are about their medication regime and know exactly what they need."

- People's records contained information about their medicines and how staff should support them to take them in a timely and appropriate way. Our checks of records showed people consistently received the medicines prescribed to them.
- The managers undertook regular competency checks on staff and audits on people's records to make sure staff administered medicines safely.

Preventing and controlling infection

- The provider managed risks associated with infection control and hygiene.
- Staff had received relevant training and followed current guidance to keep people safe from risks associated with poor infection control and hygiene. They used personal protective equipment (PPE) effectively and safely.
- The provider's infection prevention and control policy was up to date. The provider had plans in place to make sure that infection outbreaks could be effectively prevented or managed.
- Staff had been trained in food hygiene to help them reduce hygiene risks to people when preparing and serving food.

Learning lessons when things go wrong

- Learning from accidents and incidents was used to reduce safety risks to people.
- Staff recorded and reported accidents and incidents involving people to the registered manager. The registered manager investigated accidents and incidents and took action to reduce the risk of these reoccurring.
- Learning from accidents and incidents was shared with the staff team to help them improve the quality and safety of the support provided.

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 good. At this inspection, the rating for this key question has remained 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; engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People were provided clear expectations about the quality of care and support they should receive from the service. These were communicated to them when they first started using the service. The managers then checked with people at regular intervals that the care and support being provided was meeting their needs and to the standard they should expect. A staff member told us, "[The managers] have high standards and expect all of us to be professional and effective in our role."
- People were informed of their rights and how these would be respected so that they were not discriminated against or treated unfairly due to their specific needs and circumstances. Staff received equality and diversity training to help make sure people were not subjected to discriminatory behaviours and practices. A staff member told us, "I really enjoy my work because you have variety in the work you do and people have very diverse needs, so there is lots of learning."
- The managers were accessible and available to speak with people and their relatives when needed. A relative told us, "I always find them responsive. [Registered manager] is open and both are very engaging." Another relative said, "The managers are good. If we do have a problem, we ring them and they always get back to us."
- Staff felt respected and valued which supported a positive and improvement-driven culture. A staff member told us, "[The managers are] very supportive and always willing to help you and they have taught me to be thorough in my work." Another staff member said, "The managers are very good. They give me support. If I need anything they are there for me."
- People were provided opportunities to have their say about the service and how it could improve. The provider responded positively when suggestions were made. Staff were also encouraged to give feedback about how care and support could be continually improved for people. A staff member told us, "I find [the managers] are very good at listening to us and our ideas and feedback about what can be improved."

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

- The registered manager had the skills, knowledge and experience to perform their role, a clear understanding of people's needs and oversight of the service.
- Staff had clearly defined roles and responsibilities and delivered good quality support to people. One relative told us, "We are very grateful for the care and support we get because we were struggling. [Family member] is a lot happier and more comfortable now that they have carers coming in." Another relative said,

"I would say, on the whole, the care is good... [family member] has been lucky that they have a carer that has worked with them for a long time. They have become almost like a companion. [Family member] loves their carer." A staff member told us, "I always try my best to be good to people. I make sure I do my work to a very high standard."

- There were systems in place to monitor and review the safety and quality of the service. This included reviews of people's care and a programme of spot checks on staff to review their working practices and competency when undertaking their duties. Issues identified through checks were acted on promptly including supporting and encouraging staff to learn and improve their working practices. A staff member told us, "They are very good at checking up on staff to make sure they are doing the job properly."

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; working in partnership with others

- The provider had systems in place to investigate accidents, incidents and complaints and to make sure people would be involved and informed of the outcome.
- The registered manager understood and demonstrated compliance with regulatory requirements and best practice guidance.
- The registered manager gave honest information and suitable support, and applied duty of candour where appropriate.
- The registered manager kept up to date with national policy and attended local care forums with other care providers, to help make improvements to the service.
- The managers worked in partnership with a range of healthcare professionals involved in people's care and support. They acted on their recommendations and advice to plan and deliver care and support that met people's needs and help them achieve positive outcomes.