

Knights Home Care Services Ltd

# Knights Home Care Services Ltd

## 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

Knights Home Care Services Ltd is a service providing personal care to people living in their own homes. It provides long term, short term, and 24-hour care to people within the community. At the time of our inspection, the service supported 13 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

People were protected from the risk of abuse, harm and neglect. Staff received training in how to keep people safe and knew how to report their concerns.

People and relatives we spoke with told us they were supported by a small and consistent team of staff who were knew them well. Staff arrived on time and stayed the required amount of time.

Processes were in place to support people with their medicines if required. Infection control measures were in place including staff use of personal protective equipment (PPE). People's needs were assessed before the package of care commenced. Staff received an induction and training for their roles.

People told us the service was well led and they received person centred care. Staff and relatives we spoke with supported this and told us management were open and approachable. Management and staff were clear about their roles, responsibilities and continuously looked for ways to develop and improve the service and the level of care provided.

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.

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

The last rating for this service was good (published 13 February 2018).

### Why we inspected

This inspection was prompted by a review of the information we held about this service and due to the length of time since the previous inspection.

We undertook a focused inspection to review the key questions of safe and well-led only. For those key

question not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Knights Home Care Services Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### 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.

# Knights 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.

#### Inspection team

The inspection was carried out by 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 a short period notice of the inspection 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.

#### 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 and professionals who work with the service. 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 2 people who used the service and 5 relatives about their experience of the care provided. We received feedback from 5 members of staff including the registered manager, care-coordinator, care staff and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We spoke with 2 professionals who worked with the service.

We reviewed a range of records. This included 3 people's care records. We looked at 3 staff files in relation to recruitment. A variety of records relating to the management of the service, including audits, policies and procedures and training records were reviewed.

# 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. 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 consistently safe and protected from avoidable harm, neglect, abuse and discrimination.
- People and relatives told us they felt safe and were confident in staff skills and abilities to ensure they remained safe living within their own homes.
- The provider had effective systems and policies in place. Staff had received training to recognise abuse and protect people from the risk of abuse. They understood the whistleblowing procedure and how to report any concerns.

Assessing risk, safety monitoring and management

- Risks were assessed and mitigated to ensure staff supported people to remain safe.
- Risks assessments were monitored and reviewed on a monthly basis. This ensured any increasing risks were identified and acted on in a timely manner.
- There was open culture of learning from mistakes, concerns, incidents, accidents and other relevant events. Staff told us they were confident in approaching management and always received feedback to concerns they raised.

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 MCA 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 Mental Capacity Act (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 found the service was working within the principles of the MCA. At the time of our inspection, the service did not support anyone who was deprived of their liberty.

Staffing and recruitment

- People were supported by a consistent team of staff members who had the right mix of skills to make sure that the care delivered was safe, and they could respond to unforeseen events.
- Staff told us they had sufficient travel time between calls and that calls were long enough, so care was never rushed. A staff member said, "There is plenty of time to spend with people during their call and ensure

we can socialise and build relationships with people."

- Staff were recruited safely, and robust checks were in place. Appropriate Disclosure and Barring Service (DBS) checks and other recruitment checks were carried out as standard practice. DBS checks 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

- Where people required support with their medicines, this was administered and managed safely.
- For medicines which were administered 'as needed', further details were added to care plans. This ensured staff had clear instructions to ensure the safe and appropriate administration of these medicines.
- A staff member said, "I received excellent training in medicines, we discuss this at team meetings and the registered manager is very supportive if I have questions or need support."

#### Preventing and controlling infection

- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

#### Learning lessons when things go wrong

- The provider had clear policies in place to ensure lessons were learned when things went wrong.
- The registered manager was knowledgeable about how and when to support people and staff should something go wrong.



# 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. 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

- The provider promoted a positive person-centred culture.
- A relative told us, "The management constantly reviews the care plan with us to make sure it's right and meets our needs. I cannot fault staff, they are kind and caring."
- Staff we spoke with told us they felt management were approachable and that feedback on ways of working was encouraged. This supported planning and delivery of person-centred care which ensured good outcomes for people.

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 registered manager was aware of their responsibility to keep people informed of actions taken following incidents in line with the duty of candour.
- The provider had lessons learned documentation that was shared with staff to enhance understanding of issues when they occurred. The registered manager said, "This documentation also helps us anticipate people needs and drive the service forward without waiting for issues to arise."
- People told us they were confident in the registered manager's ability to rectify issues if they arose. People said the registered manager was open, approachable and contacted them frequently to obtain feedback.

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

- Staff had a clear understanding of their roles and responsibilities and actively looked for ways to improve the care people received. For example, the provider developing and delivering training around closed cultures to ensure staff could identify this and supported people appropriately.
- The registered manager had a thorough understanding of regulatory requirements. They ensured relevant agencies were notified immediately of any incidents. This minimised potential risk to people.
- A professional who worked with the service said, "The registered manager very responsive, nothing is too much trouble. The provider makes appropriate referrals, in a timely manner and will seek support if and when needed."

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

- People and their relatives were fully involved in care planning and reviews encouraging open and person-

centred communication that promoted good outcomes for people.

- The provider used various methods to collect peoples feedback including meetings and questionnaires as well as personalised face to face meetings in people's homes.
- People from diverse backgrounds, with specialised and complex care needs, were encouraged and supported to live their life to the full. This ensured people received person-centred care and achieved their personal goals.

Working in partnership with others

- The provider worked in partnership with other professionals. Such as GP's, District Nurses and local pharmacies to ensure people received safe personalised care.
- Care plans contained recommendations from professionals and demonstrated staff followed these recommendations and referred any changes to people's health in a timely manner.