

Care Dynamics Limited

Care Dynamics Ltd

Inspection report

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07 December 2023

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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

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.

About the service

Care Dynamics Ltd is a domiciliary care agency. It provides personal care to people living in their own homes. Some of these people have a learning disability and other people are older people. At the time of the inspection the service was providing personal care to 56 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

Right Support

Staff knew people well and risk assessments detailed action staff should take when providing daily care and support. People told us they were happy with the service they received from Care Dynamics Ltd. 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. Staff promoted independence every day for people. Medicines were managed and administered safely.

Right Care

People told us they felt safe with staff. People were protected from abuse and avoidable harm. People received their care from a consistent team of care staff who knew their care and support needs well. Staff received training to support people using a person-centred approach; one person told us, "The carers take my family into consideration." The registered managers liaised with health and social care professionals when they needed an expert's input regarding people's health or identified additional time was needed to continue to provide care safely.

Right Culture

People using the service, staff and health and social care professionals consistently described the registered managers as "present," "contactable" and, "will try their best to help resolve any concerns". Staff received an appropriate induction and were well supported through a programme of regular supervision and training. Staff spoke knowledgably about how people preferred their care and support to be given.

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

Rating at last inspection

The last rating for this service was outstanding (published 15 February 2019).

Why we inspected

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

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 outstanding 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.

Care Dynamics 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 team consisted of 2 inspectors who visited the location's office and 1 inspector who visited and contacted people and staff on the telephone.

Service and service type

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

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 were 2 registered managers in post.

Notice of inspection

We gave a short period notice of the inspection because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 29 November 2023 and ended on 8 December 2023. We visited the location's office on 30 November 2023 and 6 December 2023.

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 service improvement and safeguarding teams. The provider completed 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. We used all this information to plan our inspection.

During the inspection

We spoke with 5 people and received feedback from 6 relatives about their experience of the care provided. We received feedback from 12 members of staff including care workers, care coordinators, and the registered managers, one of whom is the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We reviewed a range of records. This included 6 people's care and support records and 3 people's medicine administration records. We looked at 3 staff files in relation to recruitment and training. We also reviewed a variety of records relating to the management of the service, including policies and procedures, staffing rotas, accident and incident records, safeguarding records and quality assurance reports. We received written responses from 7 health and social care professionals.

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.

Staffing and recruitment

- Recruitment processes were in place. However, staff employment histories were not explored fully as required by the regulations and the provider's policy. The registered manager took immediate action to rectify this during the inspection by obtaining missing information and providing us assurances staff files were reviewed.
- All staff files viewed contained a valid Disclosure and Barring Service (DBS) check. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Staffing levels met people's care needs. The registered manager explained technology the service used provided live locations of staff. If staff were required to support with an emergency (which could delay further care visits) they were able to use this technology to arrange cover, so other people using the service were not impacted.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People told us they felt safe with staff from Care Dynamics Ltd. Comments included: "These carers have saved my life" , "Everyone is so kind" and, "My carer does everything for me, she even asks if I want the lights on or off when she leaves."
- Staff told us they knew how to recognise the signs that someone may be at risk of harm or abuse. They knew who to report their concerns to, both within the service and externally. A staff member told us, "I would report concerns to the care coordinator but if it was urgent, I would call the registered managers and know my concerns would be acted upon immediately."
- Staff had received training in safeguarding. Following a safeguarding incident, the registered manager ensured an action plan was completed. The registered manager completed reflective supervisions with staff involved, offered identified staff additional training and support and sent a weekly roundup email to all staff to share any lessons learnt.

Assessing risk, safety monitoring and management

- Risk assessments were updated regularly or as things changed. This meant staff were working with the most up to date information.
- Clear records supported staff to work in safe ways with people. Staff knew people well, for example one staff member explained confidently how to use prescribed equipment and was observed to check with the person they were in a comfortable position.
- Environmental risk factors had been assessed, and actions taken to ensure staff worked safely. A health and social care professional informed us of the increased support from Care Dynamics Ltd, "They were very accommodating and provided support to a person following their main carer being admitted to hospital."

Calls were increased to allow the service user to remain at home."

Using medicines safely

- People received their medicines as prescribed. Medicines were administered by trained staff.
- The service operated a safe policy and procedures for ordering, administering, and recording medicines.
- The registered managers understood and implemented the principles of STOMP (stopping over-medication of people with a learning disability, autism or both). They ensured people's medicines were reviewed by prescribers in line with these principles.
- A health and social care professional informed us, "The registered manager supports individuals to appointments with GP and consultant psychiatry and because they know the individual well, they are able to give constructive and well-informed opinions."

Preventing and controlling infection

- The provider's infection prevention and control policy was up to date and people were protected from the risk of infection.
- Staff were trained in infection control and were supplied with personal protective equipment (PPE) to prevent the spread of infections. Everyone we spoke with told us the care staff wore PPE. One person stated, "I and a family member were unwell last week so we asked staff to wear their masks again, they did it. Every time they came in. Just to keep safe in case."
- The registered managers gave examples of how Care Dynamics Ltd responded to government guidance during the pandemic. They were extremely proud of the way their staff team promoted awareness and best practice locally.

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 outstanding. 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.

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

- People told us staff supported them using a person-centred approach. One person stated, "They are all very kind. I can ring the office and they'll sort it." Another said, "If I ask for my breakfast to be left on the side they are very good, they won't put the milk on and leave it to shrivel up. That's what matters to me."
- People, their relatives and health and social care professionals gave us positive feedback about the management team. Comments included: "I think the registered manager is fantastic. We have banter", "The registered manager focuses on working together with the service user to help achieve the best outcomes" and, "The registered manager will often go the extra mile."
- Staff gave positive feedback about the management team at Care Dynamics Ltd. They told us, "I am welcomed in the office. I feel comfortable to raise anything. They are all extremely supportive and helpful."
- Without exception, staff told us they were proud to work at Care Dynamics Ltd. There was a positive culture within the team. A staff member stated, "Staff morale at the moment is very good."

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

- Quality assurance systems were effective in managing the risks to the quality of the service. The manager and registered manager undertook various checks of live system data to ensure care was delivered and was safe and responsive to people's needs. This ensured visits to people and allocated care tasks were completed.
- Audits and reviews carried out by the registered manager demonstrated learning took place, and that correct processes were followed. A health and social care professional stated, "Care Dynamics are always extremely open and transparent if something needs reporting and not afraid of having situations examined or investigated."
- Staff performance was monitored with spot checks. Staff understood their roles and responsibilities within the service, including how to raise concerns.
- Accidents, incidents and any events of importance were recorded using an electronic monitoring system. The management team reviewed these reports daily and ensured any necessary action had been taken.
- The registered managers used online publications, guidance and information sharing to ensure staff kept up to date with changes. The registered managers informed us continued professional development was important to them.

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 and manager understood the requirements of the duty of candour, that is, their duty to be honest, open and apologise for any accident or incident that had caused or placed a person at risk of harm.
- The registered managers understood and met CQC requirements to notify us, and where appropriate the local safeguarding team, of incidents including potential safeguarding issues, disruption to the service and serious injury. This is a legal requirement.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The service collected customer review forms which directly asked for feedback on care.
- The registered managers invited people to celebrate achievements and milestones on their social media pages. One registered manager told us, "We have our own family, some people we have supported for so long. You know so much about people and are proud of things they have done."
- The registered managers had worked jointly with a well-known older people's charity to share information with people on how to stay safe. The registered manager shared tips on how to find a trusted tradesperson and what to do in the event of an emergency in Care Dynamics Ltd's newsletter.
- The service worked well with visiting health and social care professionals. The registered managers and staff felt comfortable to access their support when needed.