

Ava Care Liverpool Ltd

# Ava Care Liverpool 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

Ava Care Liverpool Ltd is a domiciliary care provider who provide the regulated activity of personal care to people living in their own homes. Some people using the service were not in receipt of the regulated activity. At the time of our inspection 8 people were in receipt of personal care.

### People's experience of the service and what we found:

Everyone we spoke with said they felt safe and happy being support by the service. Risk assessments were in place and had been regularly reviewed. Staff were recruited and selected safely and there was enough of them to fulfil people's contracted support hours without rushing. Medication was given safely.

The registered manager and the provider led by example. Staff we spoke with liked working for the organisation and believed in their ethos of providing a person centred service. Quality assurance systems were robust and focused on improving the service people were receiving.

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

Rated Good. Published on 18 November 2017.

### Why we inspected

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

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## 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.

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## 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.

#### 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

The inspection was announced. We gave the service 5 hours' notice of the inspection. This was 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 and to enable them to gain consent from people so we could contact them.

#### What we did before the 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.

During the inspection

We attended the office address on and spoke with staff, the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also viewed records including 4 people's care plans and associated documentation, 3 staff recruitment files and all other documentation relating to the running of the service. On 20 December 2023 we spoke with 3 people by telephone.

# 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 domain was rated Good. At this inspection the rating has remained Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse and avoidable harm

- People were safeguarded from abuse and avoidable harm.
- All staff had received safeguarding training and refreshers. There was a safeguarding adults procedure and policy in place for staff to follow.
- Staff told us they knew what action to take if they felt someone was at risk of harm or abuse. One staff member told us, "I would report concerns".

Assessing risk, safety monitoring and management

- The provider assessed risks to ensure people were safe. Staff took action to mitigate any identified risks.
- For example, one person required support with moving and handling. The moving and handling risk assessment detailed what size sling to use and what colour loops staff were required to use to ensure the person was in the best possible position.
- Everyone we spoke with told us they felt safe. One person said, "I absolutely feel safe, I would not hesitate in recommending the service to anyone." One relative said, "The staff are lovely with [person] I feel she is in safe hands."

Using medicines safely

- People were supported to receive their medicines safely.
- Staff had completed medication training and regularly had their competencies assessed by a person who had received additional training in medication so they were able to do so.
- Everyone we spoke with told us they received their medicines on time.

Staffing and recruitment

- The provider ensured there were sufficient numbers of suitable staff.
- The provider operated safe recruitment processes.
- People told us they saw the same staff often. One person said, "I like the fact I see the same faces- it makes me feel safe and cared for."
- Rotas were person-centred, and there was enough time structured into people's calls to allow staff to travel from place to place.

Learning lessons when things go wrong

- The provider learned lessons when things had gone wrong.
- There were incident and accident forms in place which were checked every month to highlight any trends or patterns, and to apply learning.

## Preventing and controlling infection

- People were protected from the risk of infection as staff were following safe infection prevention and control practices.
- Staff told us they had access to plenty of PPE. Records showed staff had received additional training around infection control processes.

# 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 this domain was rated Good. At this inspection this domain 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

- There was a positive and open culture at the service. The provider had systems to provide person-centred care that achieved good outcomes for people.
- People told us they felt well supported. Staff were able to quote the ethos of the company, which was to provide good quality person centred care. One staff member said, "[registered managers name] is more like a friend- she is always on hand for advice and support"

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

- The provider understood their responsibilities under the duty of candour.
- The registered manager had reported all notifiable incidents to CQC as required. We did see 1 death had not been reported, however this was done straight away when we raised it with the registered manager.
- The provider had a clear management structure that monitored the quality of care to drive improvements in service delivery.
- Quality assurance audits had routinely taken place, and we saw a clear plan of action to address any shortfalls.

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

- People and staff were involved in the running of the service. The provider fully understood and took into account people's protected characteristics.
- The registered manager and provider were clearly passionate about the running of the service and had a good knowledge of everyone's likes and dislikes.
- Staff we spoke with said they felt valued. One described the service as, "One big happy family."
- The provider had created a learning culture at the service which improved the care people received. The provider worked in partnership with others.
- There was evidence of a holistic approach to care and support. We saw evidence of when the registered manager had reached out to other professionals for support and guidance.

- Our conversations with the registered manager evidenced a caring and supportive approach.