

Moon Rise 24 Hr Recruitment Ltd

# Moon Rise 24hr Recruitment Ltd

## Inspection report

Moonrise House  
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Tel: 01642230083

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22 November 2023  
18 December 2023  
09 January 2024  
16 January 2024

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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

Moon Rise 24hr Recruitment Ltd is a domiciliary care agency, providing personal care to children and adults in their own homes. Some people who use the service are autistic or have a learning disability. At the time of the inspection there were 3 people receiving personal care.

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

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people. We considered this guidance as there were people using the service who have a learning disability and/or who are autistic.

### Right support

People received safe care and support in their own homes. Staff received training in safeguarding and knew how to protect people from the risk of abuse. People and relatives were happy with the care and support provided. Staff focused on people's strengths and promoted what they could do, so people had a fulfilling and meaningful everyday life, as much as possible. Staff communicated with people in ways that met their needs.

People said they were supported by a consistent staff team, which made them feel safe. Staff had a good understanding of people's needs and how they wished to be supported.

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.

### Right care

People received kind and compassionate care. Staff protected and respected people's privacy and dignity. They understood and responded to people's individual needs. Staff were recruited safely.

Staff and people co-operated to assess risks people might face. Where appropriate, staff encouraged and enabled people to take positive risks. People had good relationships with staff and were happy with the way staff supported them. Medicines were managed safely and administered by staff who had completed relevant training and were deemed competent.

### Right culture

The registered manager encouraged an open and positive culture. The service was well managed and provided good quality, consistent care to people in their own homes. People were supported to be as active and independent as possible.

People led inclusive and empowered lives because of the ethos, values, attitudes and behaviours of the management team and staff. The provider regularly sought feedback from people who used the service, their relatives and health and social care professionals to continually improve the service. There were effective quality monitoring systems in place.

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 12 July 2018).

Since the last inspection, the provider applied to CQC to make changes to their registration, namely moving to a new office location. This inspection started whilst the service was registered at premises in Middlesbrough. During the inspection, CQC approved the provider's application to move to an office location in Stockton. We visited the provider's new office location in Stockton.

### Why we inspected

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

This report only covers our findings in relation to the key questions safe and well-led. 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 remains good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Moon Rise 24hr Recruitment 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.

# Moon Rise 24hr Recruitment 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

This inspection was carried out by 1 inspector and 1 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 and support to people living in their own homes.

#### 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 short notice of the inspection. This was because it is a small service and we needed to be sure that the registered manager would be in the office to support the inspection.

Inspection activity started on 22 November 2023 and ended on 16 January 2024. We visited the location's office on 18 December 2023.

#### What we did before the inspection

We reviewed information we had received about the service. 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 1 person and 1 relative about their experience of the care provided. We spoke with the registered manager, who was also the nominated individual, the care co-ordinator and 2 administrative staff. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We asked care staff for feedback via email and received 3 responses.

We looked at records which included 3 people's care and medicine records and 3 staff files. A variety of records relating to the management of the service were also 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.

### Staffing and recruitment

- People and relatives spoke positively about the service. One person told us, "The carers are on time and get jobs done. There's been no missed calls. I'm happy with my care. The carers are definitely skilled. I have a care plan which we discussed. Since then, my needs have changed, and my care has changed also. They are flexible."
- People and relatives said support was provided by a consistent staff team. A relative said, "The staff are very good people. They are like angels. We get a 24 hour service from two groups of carers. We had a choice of staff. [Family member] has male and female carers who they know and take to. If I have any issues with Moon Rise, they sort them out. [Family member] knows the carers by name and they are comfortable with them."
- The provider completed safe recruitment procedures for staff. Pre-employment checks included obtaining references and checks with the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and help prevent unsuitable people from working in care.

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

- Staff had completed training on identifying and reporting abuse and knew what action to take if they identified abuse. They understood how to raise any concerns about poor practice.
- The management team and staff were clear about when to report incidents and safeguarding concerns to other agencies.
- People, including those unable to make decisions for themselves, had as much freedom, choice and control over their lives as possible.
- There were systems in place to reflect on events and ways of working. Staff were encouraged to share their learning and discuss best practice.

### Assessing risk, safety monitoring and management

- People's care plans included risk assessments about the person's home environment. Control measures to reduce risks, such as trip hazards, were set out in care plans for staff to refer to.

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.

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 checked whether the service was working within the principles of the MCA.

- We found the service was working within the principles of the MCA and if needed, appropriate legal authorisations were in place to deprive a person of their liberty.

#### Using medicines safely

- Staff administered people's medicines safely. People's care plans included information about how to support them to take their medicines as prescribed. People received their medicines when they needed them.
- Staff completed training in medicines administration and their competence to administer medicines was assessed regularly.

#### Preventing and controlling infection

- The provider had relevant policies in place to support effective infection prevention and control.
- Staff completed training in infection prevention and control.
- Staff had access to appropriate personal protective equipment.

# 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

- People and relatives told us the service was well managed and they were happy with the care provided. One person said, "Yes, they (Moon Rise) know what they are doing. Communication is good. I know my care co-ordinator and I've talked to the manager." A relative said, "[Registered manager] is very good and very helpful. I think she is wonderful. She understands my family's need for regular carers who understand our faith and has sorted out any issues that have come up. The company is very well run. They are excellent."
- The provider used various systems to record information about people's assessed care needs, capture any risks and share updates about changes in people's presentation so these could be acted upon.
- There was a positive culture at the service which was driven by the management team. They were responsive to our feedback during the inspection. Staff were familiar with the aims of the service and the quality of care expected. Staff told us the management team were approachable and supportive.

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 understood the duty of candour responsibility, a set of expectations about being open and transparent if things go wrong.

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

- The management team undertook a range of regular audits and checks to help ensure high standards were maintained. All aspects of the service, including spot checks on staff practice and people's safety were monitored. Where further improvements were identified these were acted on promptly.
- The registered manager understood their role and responsibilities to ensure incidents that required notifying were reported to the appropriate authorities in a timely way.
- Staff were clear about their roles and responsibilities and knew how to contact the registered manager for support, and when to raise concerns.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; continuous learning and improving care

- The management team were open and responsive to our inspection feedback. They were passionate about the service and committed to continuous improvement.
- The registered manager was committed to protecting people's rights regarding equality and diversity and

they had received an award in recognition of this.

- People's feedback was sought and acted upon.

Working in partnership with others

- The service worked effectively with other professionals and agencies to enable effective co-ordinated care for people.