

Comfort Care (Truro) Limited

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Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out this focused inspection on 22 February 2017; the inspection was announced 24 hours in advance in accordance the Care Quality Commission's current procedures for inspecting domiciliary care services.

The service was last inspected in September 2016 when a breach of legal requirements was found. This was because arrangements for assessing the risks to the health and safety of people who were supported to manage their medicines were not robust.

Following the last inspection the service sent us an action plan detailing how they would address the breach of regulations. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Comfort Care (Truro) Ltd on our website at www.cqc.org.uk.

The service is required to have a registered manager and at the time of our inspection a registered manager was in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

The service had overhauled their system for assessing people's needs and had ensured that robust risk assessments were completed and followed by staff. For example, identified risks regarding a person's capacity to safely self-administer their medicines had been reassessed with professional input from a GP, pharmacist and social worker and a safer system for supporting the person to safely take their medicines was put in place.

People told us they were happy with the care they received and believed the agency were, "Excellent" and comments included, "I really could not fault the service at all. They are very caring and I consider myself safe under their care" and "I have been lucky to have been with this agency for quite a long time now. I trust them implicitly."

There were sufficient numbers of suitably qualified staff employed to meet people's needs in a timely manner.

Staff completed a thorough recruitment process to ensure they had the appropriate skills and knowledge for their role. Staff had received safeguarding training and knew how to recognise and report the signs of abuse. They were confident any concerns would be dealt with. Incidents and accidents were recorded and investigated appropriately.

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 had taken action to improve safety. There were robust systems in place to help ensure people received their medicines safely.

There were sufficient staff available to meet people's needs in a timely manner.

Risk assessments contained clear guidance to enable staff to support people according to their needs.

Comfort Care (Truro) Ltd

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook an announced focused inspection of Comfort Care (Truro) Ltd on 22 February 2017. The inspection was undertaken by one adult social care inspector. This inspection was done to check that improvements to meet legal requirements planned by the provider after our September 2016 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements at the time of the last inspection.

We reviewed the Provider Information Record (PIR) before the inspection. The PIR is a form that asks the provider to give some key information about the service, what the service does well and the improvements they plan to make. We also reviewed other information we held about the service and notifications we had received. A notification is information about important events which the service is required to send us by law.

During our inspection we spoke with the registered manager, two care staff and four people who received a service from Comfort Care (Truro) Ltd.

We looked at records relating to people's individual care and four people's medical records. We also looked at three staff recruitment files, staff duty rotas, staff training records and other records relating to the running of the service.

Is the service safe?

Our findings

At our previous comprehensive inspection in September 2016 we found the systems in place to assess the safety of managing medicines were not robust. This meant it was not clear whether people were safely self-administering their medicines as prescribed. At this focused inspection we found the service had overhauled their system for assessing people's needs and had ensured that robust risk assessments were completed and followed by staff. For example, identified risks regarding a person's capacity to safely self-administer their medicines had been reassessed with professional input from a GP, pharmacist and social worker and a safer system for supporting the person to safely take their medicines was put in place. The systems in place had improved and the provider was now meeting the requirements of the legislation.

Systems to manage medicines were robust and helped ensure people received their medicines safely and as prescribed. Medicines Administration Record (MAR) charts were fully completed. The service had changed their procedures to ensure medicines were now administered using blister packs. This helped ensure people were taking the correct dose of their medicines at the right time.

Medicine administration records (MARs) were comprehensively completed as a clear check on what dose and medicine had been taken. This ensured people were taking their medicines as prescribed.

People told us they were happy with the care they received and believed they were safe in the care and support provided to them by Comfort Care (Truro) Ltd. Comments included; "I really could not fault the service at all. They are very caring and I consider myself safe under their care" and "I have been lucky to have been with this agency for quite a long time now. I trust them implicitly."

People were protected from the risk of abuse because staff had received training to help them identify possible signs of abuse and knew what action they should take. Staff received safeguarding training as part of their initial induction and this was regularly updated. They were knowledgeable in recognising signs of potential abuse and the relevant reporting procedures. Staff told us if they had any concerns they would report them to management and were confident they would be followed up appropriately. They were able to tell us where they could access contact details if they needed to report any concerns outside of the organisation.

Care files included risk assessments which identified risks and the control measures in place to minimise risk. These covered issues such as risk of falls, poor nutrition and hydration and skin integrity.

There were enough skilled and experienced staff employed by the service to cover all arranged visits and keep people safe. Staffing levels were determined by the number of people who used the service and their assessed level of needs.

The service had a thorough recruitment process to ensure staff had appropriate skills and knowledge required to meet people's needs. Staff files contained all relevant recruitment checks to demonstrate staff were suitable and safe to work in a care environment, including Disclosure and Barring Service (DBS) checks.

The service recruited staff to match the needs of people using the service and new care packages were only accepted if suitable staff were available.

A staff rota was produced and recorded details of the agreed times of people's visits and which staff were allocated to go to each visit. Staff said their rotas allowed for realistic travel time. People told us the staff team were generally on time and if there were delays for any reason the registered manager would call them to explain. There had been no missed visits as evidenced by the rotas and as reported by people we spoke with.

The service provided people with information packs containing details of their agreed care and telephone numbers for the service so they could ring at any time if they had a query or concern. People said they could always contact the registered manager if they needed to.

The service had a clear reporting process for any accidents or incidents that occurred. Records showed that appropriate action had been taken and where necessary changes had been made to reduce the risk of a reoccurrence of the incident.