

Complete Contemporary Care. Triple "C" Ltd

Complete Contemporary Care. Triple "C" Ltd

Inspection report

96 Marsh Lane
Leeds
West Yorkshire
LS9 8SR

Tel: 07733800660

Date of inspection visit:
11 September 2019

Date of publication:
11 October 2019

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Complete Contemporary Care is a domiciliary care agency and provides care and support to people living in their own homes. At the time of our inspection two people received the regulated activity 'personal care'. This was the first inspection since the service was registered in September 2017.

People's experience of using this service and what we found

Staff were aware of the safety and wellbeing of people who used the service and kept people safe from avoidable harm, abuse and discrimination. Staff followed good infection control practises and administered people's medicines safely.

People received the right support based on their current needs and preferences. Staff had the right skills and knowledge to carry out their roles effectively and were well-supported by the registered manager.

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 were kind and compassionate and showed a genuine passion for providing high standards of care. We were told by people their privacy and dignity were respected and they were supported to be as independent as possible.

People received personalised care and support based on their individual needs and preferences. The service was well-led. The registered manager had good oversight of the running of the service and was making continuous improvements.

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

Rating at last inspection

This was the first inspection for this service.

Why we inspected

This was a planned inspection.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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 effective?

Good ●

The service was effective

Details are in our Effective findings below.

Is the service caring?

Good ●

The service was caring

Details are in our Caring findings below.

Is the service responsive?

Good ●

The service was responsive

Details are in our Responsive findings below.

Is the service well-led?

Good ●

The service was well-led

Details are in our Well-Led findings below.

Complete Contemporary Care. Triple "C" 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 Care Act 2014.

Inspection team

The inspection was carried out by one inspector.

Service and service type

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

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 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.

We visited the office location on 11 September 2019.

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. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information

helps support our inspections. We used all this information to plan our inspection.

During the inspection

We spoke with two people on the phone who used the service about their experience of the care provided. We spoke with three members of care staff including the registered manager. We reviewed a range of records. This included two people's care records and medication records. We looked at three staff files in relation to recruitment and staff supervision. We reviewed a variety of records relating to the management of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

People were safe and protected from avoidable harm. Legal requirements were met.

Systems and processes to safeguard people from the risk of abuse

- People were kept safe from avoidable harm, abuse and discrimination.
- Staff received training in the safeguarding of vulnerable adults. They were able to identify different types of abuse and were clear about how and who to raise any concerns with.
- The registered manager was clear about their responsibility to raise concerns with the safeguarding team and CQC. There had been no concerns raised.

Staffing and recruitment

- The provider had safe recruitment processes in place. Appropriate checks were carried out to protect people from the employment of unsuitable staff.
- The provider employed enough staff and people received a consistent and reliable service. One staff member told us, "I support the same person all the time, I know them very well."
- Arrangements were in place to cover staff sickness and holidays. The registered manager supported staff throughout these times and ensured they were hands on throughout.

Using medicines safely

- People received their medicines as prescribed.
- Staff managed medicines safely and kept accurate medicines records.

Preventing and controlling infection

- Staff received training in the prevention and control of infection and applied this learning in practice.
- People told us staff wore appropriate protective wear when supporting them with any personal care needs.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People's care plans included detailed risk assessments which provided staff with the information they needed to care for people safely.
- The registered manager supported people and completed a full risk assessment on the environment before staff went into the home. The registered manager told us, "I need to ensure we have all the information correct to make sure people and my staff are safe."

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence

People's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs were assessed, and regular reviews were carried out so that people continued to receive the right level of care.
- People were included in the assessment process and received care in the way they preferred. One person said, "if anything needs to be changed I let them know and she [registered manager] comes out."
- Staff delivered care in line with current guidance and best practise which achieved good outcomes for people.

Staff support: induction, training, skills and experience

- Staff had the right skills and knowledge to carry out their roles effectively.
- Staff told us, "We have shadowed our manager for a couple of weeks and completed training to support people how they should be supported."
- Staff received regular observation practice by the registered manager. The registered manager told us, "We are a small team, so I am out a lot supporting and observing staff in people's homes."

Supporting people to eat and drink enough to maintain a balanced diet

- People who needed support with meal preparation were given choice and had access to enough food and drink throughout the day. One person said, "Yes they prepare my meals for me and it's nice."
- Staff received training in food hygiene.

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff kept clear records of people's care and worked together to provide consistent support.
- Staff told us they would contact medical care if needed.
- Staff received additional, specialist training so that they could confidently meet people's individual healthcare needs. One person said, "Staff who support me know my support needs very well. I have the same staff all the time."

Ensuring consent to care and treatment in line with law and guidance

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

- The registered manager confirmed at the time of inspection that to their knowledge, no person who used the service had their rights or liberty deprived, lawfully or otherwise. The registered manager was clear about the process they would follow if they believed a person may lack the capacity to make certain decisions.
- Staff received training in the principles of the MCA and DoLS and told us they always asked consent before completing any tasks. One person said, " They[staff] always respect any decisions and ask me before supporting me."

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect

People were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People told us staff were kind and compassionate. One person told us, "They [staff] are excellent I cannot tell you how grateful I am for their support and companionship."
- Staff spoke passionately about providing high standards of care. They supported people as individuals and respected their individual needs, choices and preferences.

Supporting people to express their views and be involved in making decisions about their care

- Staff communicated with people in a way they understood. This meant people had access to the information they needed to make decisions about their care.
- The provider actively sought feedback from people about their care and acted on the feedback received. All feedback was extremely positive.

Respecting and promoting people's privacy, dignity and independence

- Staff maintained people's privacy and dignity when they provided care and support. They closed curtains and doors before supporting people to wash or dress and ensured they remained covered wherever possible.
- Staff spoke with us about the importance of supporting people to remain as independent as possible. A staff member told us, "I support them when they need me. They are good at letting us know when they require support or not. It clearly says in the care plan."
- Staff understood the importance of maintaining confidentiality. They told us they did not discuss the details of their work.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs

People's needs were met through good organisation and delivery.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The registered manager was aware of the Accessible Information Standard.
- People's communication needs were assessed when they began using the service.
- Care plans provided staff with guidance on how to meet people's communication needs.

Planning personalised care to meet people's needs, preferences, interests and give them choice and control

- People received personalised care and support. Their care plans provided staff with step by step guidance about to care for people in a way they preferred.
- Changes in people's needs were monitored by the registered manager and information was regularly reviewed and updated.

Improving care quality in response to complaints or concerns

- People and relatives knew how to make complaints. They said they felt confident they would be listened to.
- The registered manager told us they would act upon concerns in an open and transparent way and used them as an opportunity to improve the service. The service had received no concerns or complaints.

End of life care and support

- The registered manager had good links with healthcare professionals should their input be required.

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

The service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support with openness; and how the provider understands and acts on their duty of candour responsibility

- The registered manager had systems and processes in place to monitor the safety and quality of the service.
- Staff were clear about their roles and responsibilities and what was expected of them.

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

- Audits and checks were in place. Accident and incidents were analysed to identify patterns and trends and aid learning.
- The registered manager told us she was always looking at new ways to improve the service. She said, "I want to build the service up slow to ensure we always keep it person centred."
- Staff were clear about their roles. All staff told us the registered manager was "really good" and "supportive."

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

- People were encouraged to provide feedback about the service they received. The registered manager used this information to make improvements to the service. These were extremely positive about the service and staff.
- People told us they would recommend the service to other people. One person said, "The service I receive is amazing. And it's all tailored around me, not by the staff or times, around me."
- Due to the small size of the service staff regularly spoke to the registered manager. Staff told us they felt valued and that the registered manager was very supportive and hands on.
- Where required the service worked in partnership with health and social care professionals to ensure people received the best possible care.