

Crystal Caring Limited

Crystal Caring

Inspection report

Nexus Business Centre
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Tel: 01793915261

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19 May 2021

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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

Crystal Caring is a service registered to provide personal care to people living in their own homes. The service supports younger adults and older people living in and around Swindon area. On the day of our inspection they were supporting 13 people with the regulated activity of personal care, more people received non regulated support such as housekeeping or companionship.

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

People were safe receiving care and support from consistent and safely recruited staff. People were supported to receive their medicines safely and as prescribed. Risks surrounding peoples' individual conditions had been assessed and regularly reviewed. Staff followed good practice around infection control and had access to personal protective equipment. Staff received training around safeguarding and any safeguarding concerns had been identified, reported and investigated promptly.

The registered manager ensured their quality assurance processes were now embedded in practice. Staff were listened to and told us they were well supported and valued. People were consulted about their views and able to provide feedback through various routes. In the most recent surveys people used words such as 'wonderful' and 'brilliant' to compliment the team for their hard work. The registered manager ensured their regulatory responsibilities had been met, this included ensuring statutory notifications had been submitted. The team demonstrated an open and transparent approach that put people in the centre of the service delivery.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 31 December 2019). At this inspection we found improvements had been made and we rated both domains we reviewed as good.

Why we inspected

We undertook this focused inspection to check if the provider improved their system and processes. The rating from the previous comprehensive inspection for the key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service is now Good.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Crystal Caring on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection 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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Crystal Caring

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

Notice of inspection

This inspection was announced. We gave the service 48 hours notice of the inspection. This was because we needed to be sure the registered manager would be in the office to support the inspection. We visited the office location on 19 May 2021.

What we did before the inspection

We looked at all the information we held about the service including notifications. A notification is information about events that the registered persons are required, by law, to tell us about. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We also contacted three relatives of people using the service, two staff members and three external professionals to seek their views.

During the inspection

On the day of our office visit we spoke with the registered manager and one staff member. We reviewed a

range of records. This included two people's care records and samples of medication records. We looked at one staff personnel file in relation to recruitment and staff support. A variety of records relating to the management of the service, including audits and accidents records.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Risks surrounding people's health, abilities and individual circumstances, including their personal safety around COVID-19, were assessed and managed. People's care records included guidance for staff how to manage these risks.
- People's needs were known to staff and people experienced continuity of care.
- Risks to people's environmental safety had been assessed and managed well. This included people's internal environment as well as external and access to the property.
- The provider had a business continuity plan that ensured they were prepared for various emergencies such as adverse weather.

Using medicines safely

- People received their medicine safely and as prescribed. People's care records contained list of people's prescribed medicines and when the information had been transferred onto the electronic system, two staff signed the record which was in line with good practice.
- Where people had been prescribed medicines to be taken on 'when required' basis, detailed information was available to staff stating how often these needed to be administered.
- Staff responsible for handling people's medicines received training and their competencies had been checked.

Systems and processes to safeguard people from the risk of abuse

- There was evidence safeguarding concerns had been identified, reported and investigated promptly.
- Staff knew how to raise a safeguarding concern and received relevant training. One staff member said, "I feel like my knowledge is sufficient to make sure our service users and staff members are safe thanks to the training surrounding safeguarding and risk assessments. I also know that if we are unsure on anything then we can speak to our manager and ask for more training or advice on different areas."
- People's relatives complimented the team and told us people were safe. One person's relative said, "They are very vigilant when it comes to [person's] care and will contact me if there are any changes or concerns to [person's] health immediately."

Staffing and recruitment

- There were sufficient staffing levels and staff visited regular people which meant they were able to form meaningful, caring relationships with them.
- Staff told us the office team ensured their involvement when preparing rotas which meant staff's personal circumstances were being accommodated. This resulted in people's receiving prompt support with no

missed visits occurring.

- The provider followed safe recruitment procedures to ensure new staff had relevant checks to work with vulnerable people.

Learning lessons when things go wrong

- The registered manager had a system to log and review incidents and accidents. This meant any patterns or trends could be identified. There were two incidents recorded since our last visit.
- The management team ensured they linked with other providers to share good practices and lessons learnt.

Preventing and controlling infection

- Staff received training in infection control, including specific COVID-19 training and had access to personal protective equipment (PPE).
- We were assured that the provider had safe systems to manage infection control and risk surrounding pandemic of COVID-19.
- An external professional said, "The registered manager was one of the first agencies to source privately face shields at the start of the pandemic to try and keep staff and customers safe."

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 the last inspection this key question was rated as requiring improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- Following our last inspection the registered manager worked to embed their quality assurance processes. They told us they were excited about this inspection as they had been looking forward to sharing all the improvements. They said, referring to the two days notice given, "There wasn't anything we could have put in (additionally) before this visit." This meant the team was confident about the quality of the service they embedded since our last visit.
- The provider introduced a number of various audits which were effective and enabled good monitoring of the service delivery. A staff member told us, "We found through auditing the notes (records made by staff) could be better". As a result additional support and training had been offered to staff to improve the quality of the records.
- There was a clear and robust staffing structure and staff were well aware of their roles and responsibilities.
- There was an emphasis on continuous development and the registered manager said on reflection they found the previous inspection finding a positive experience as it enabled them to improve the quality.
- One of external professionals said, "The registered manager has implemented robust risk assessments, monitoring and auditing and has continued to ensure nothing is slipping. The monitoring completed over the past 12 months have seen the improvements hugely made, and credit were it is due the registered manager has grown in experience and knowledge."

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 ensured required notification had been promptly submitted to us.
- People's relatives praised the good communication with the service. One person said, "When I call the office they always help with any issues I have and always call me immediately if there is a problem with [person]."
- The Care Quality Commission (CQC) sets out specific requirements that providers must follow when things go wrong. This includes informing people and their relatives about the incident, providing reasonable support, providing truthful information and an apology when things go wrong. The manager was aware of her responsibilities in relation to this standard.

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

- People's relatives and staff were very complimentary about the registered manager and the culture they created. Comments included, "I can't fault the service in any way" and "All the staff are brilliant and I can call them anytime and I know that I can count on their support" and "I think as a whole this company is a great one to work for. Everyone communicates well and works hard, and we've stuck together throughout the pandemic and helping each other when need be."
- The team proactively organised additional activities, such as 'Crystal Bake Off', a baking competition with involvement of people, staff also took part in charity fundraising.
- Staff told us they were valued and empowered. Comments from staff included, "I definitely feel valued and listened to. If I ever have any concerns or questions I know who I need to speak to. We get feedback on the work we do and have regular spot checks and supervisions to check how each of us are doing and if we have any questions or concerns" and "As it's my first job as a care worker I was so supported when I first started, my office team and other care workers, they made me feel confident in my role and have helped me every step of the way with my progressing within the company."

Engaging and involving people using the service and the public, fully considering their equality characteristics

- There were opportunities for people and relatives to feedback their views during spot checks, reviews and by telephoning the office.
- There were quality surveys in place, we viewed the results of the recent survey carried out in March this year and noted very positive comments received. People used words such as 'wonderful' and 'brilliant' and complimented the team for their hard work.
- There was a 'you said we did' scheme which ensured feedback from staff was considered and acted on. For example, staff raised they would prefer another brand of antibacterial hand gel and a new one had been sourced. Another example was that staff felt the communication within the team could be improved and the registered manager utilized one of the facilities of the electronic system used to add a new option for sending a quick updates to all.

Working in partnership with others

- The team worked closely with the local social and health professionals.
- External professionals were complimentary about the service and told us, "As a small provider the team are very passionate about what they do and how they do it and have been progressing over the past 18 months. They should be very proud of what they have achieved and the service they are now delivering" and "It is a pleasure to deal with everyone that works at Crystal Caring. I have recommended the company in the past to several people and will continue to do so. They always do their best to help out acting with friendliness and professionalism."