

Filey Home Care Ltd

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Inspection report

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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

Filey Home Care is a domiciliary care agency providing personal care to 13 younger and older adults within their own homes.

Not everyone who used the agency received personal care. The Care Quality Commission (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

The provider and registered manager were working through their action plan of improvements for the agency, aimed at developing their existing systems and making them more robust. We were shown examples of improved documentation for recruitment, care records, risk assessments and quality assurance audits during our inspection.

People benefited from the quality assurance processes within the agency. The provider assessed, monitored and reduced risk to people's health and safety. The management team carried out regular reviews and spot checks to ensure the quality of the agency and the safety of people who used it.

People had input to their care and support and their wishes and choices were listened to and actioned. Care plans and risk assessments were in place and reviewed; paper-based records were kept in people's homes and a copy was in the office. Care workers were good at ensuring changes to people's needs were recognised and records were updated straight away. The management team monitored this and completed regular audits.

People confirmed that they had a tailored package of care to meet their needs. Without exception, people said they felt safe and care workers were respectful.

People received their medicines safely and their health was well managed.

People received good consistent care from friendly care workers who went out of their way to assist them. Relatives and people said the agency was reliable and efficient. They had good communication with the office and received regular updated information during the COVID-19 pandemic.

People said their care workers were skilled and competent. Care workers had received appropriate induction, training and support to enable them to carry out their role.

People were supported to have maximum choice and control of their lives and care workers supported them in the least restrictive way possible. The policies and systems in the agency supported this practice.

People, relatives and care workers told us the management team were approachable and listened to them when they had any concerns. All feedback was used to make improvements to the agency.

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

Rating at last inspection

This agency was registered with us on 21 June 2019 and this was the first inspection.

Why we inspected

This was a planned inspection based on the fact this is a new agency and yet to be rated.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care service inspections even if no concerns or risks have been identified. This is to provide assurance that the agency can respond to COVID-19 and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the agency 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?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Filey Home Care 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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the agency in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

One inspector carried out this inspection.

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 agency 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 a short period of notice for the inspection because of the Coronavirus pandemic. We had to arrange safe working procedures for our inspection.

Inspection activity started with telephone calls to people, relatives and staff on 11 August 2021 and ended with a site visit to the office on 16 April 2021.

What we did before the inspection

We reviewed information we had received about the agency since the last inspection. We sought feedback from the local authority who work with the agency. The provider completed a provider information return

prior to this inspection. This is information we require providers to send us to give some key information about the agency, what the agency does well and improvements they plan to make. We took this into account when we inspected the agency and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with two people who used the service and three relatives about their experience of the care provided. We spoke with six members of staff including the provider, registered manager, three care workers and the office administrator.

We reviewed a range of records. This included three people's care records and medication records. We looked at two care worker files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures, were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Policies in relation to safeguarding and whistleblowing reflected local procedures and relevant contact information.
- Care workers were trained in safeguarding and had the skills and knowledge to identify and raise concerns internally and to relevant professionals. One person said, "I feel safe using the service."
- The registered manager was aware of their responsibility to liaise with the local authority if safeguarding concerns were raised.

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

- Systems were in place to identify and reduce the risks to people who used the service. People's care plans included risk assessments. These provided care workers with a clear description of any risks and guidance on the support people needed.
- The registered manager monitored and analysed accidents, incidents and safeguarding concerns to aid learning and reduce the risk of them happening again.
- The registered manager made sure people were supported safely. Environmental risk assessments were completed and care worker training had been carried out to ensure people were cared for safely

Staffing and recruitment

- The provider was developing their recruitment process with new application forms, more robust reference checks and regular reviews of staff Disclosure and Barring checks. This was to ensure care workers were recruited safely and appropriate checks were carried out to protect people from the employment of unsuitable staff.
- Care worker levels were sufficient to keep people safe and a contingency plan was in place to cover shifts in times of illness or leave. One person said, "The 'girls' are extremely reliable and always on time."

Using medicines safely

- Medicines were safely received, stored, administered, recorded and returned to the pharmacy when they were no longer required. People were encouraged to manage their own medicines where they had those skills.
- Care workers had completed medicine management training and the management team carried out regular checks of the medicine records to ensure these were given as prescribed.
- People said they received their medicines on time. One person said, "Care workers administer my medicines and apply my creams as I cannot do this myself."

Preventing and controlling infection

- The provider had an updated infection prevention and control (IPC) policy which included COVID-19 and other healthcare acquired infections.
- Care workers, people and relatives received regular updates, about changes to government guidance during the COVID-19 pandemic, by WhatsApp, emails and phone calls.
- Care workers had completed IPC training and had access to personal protective equipment (PPE), including masks, face shields, gloves and aprons. They knew when to use PPE to reduce the risk of people acquiring healthcare related infections.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant 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

- The provider had an assessment policy and procedure for people during the COVID-19 pandemic. People were satisfied they had input to this process. One person said, "We had a two-way dialogue; they know what I want, and I know what I am getting."
- The management team completed COVID-19 risk assessments for people in line with current government guidance.
- Care was provided by a consistent care team who were matched to people's needs and preferences.

Staff support: induction, training, skills and experience

- Care workers were supported to carry out their roles. A care worker induction process was in place.
- The provider ensured care workers had access to appropriate training and monitored their uptake of this. One care worker said, "We have on-line training which is easy to access and understand."
- Spot checks were completed to ensure care workers had the skills to provide effective care. They received feedback on their performance.
- People felt care workers had appropriate skills to meet their needs.

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

- People were supported with food and nutrition where required.
- One person said, "My care worker makes my breakfast and comes back to do my tea. They will pop to the shops for me and always ask if there is anything I want them to do before leaving."

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

- Care workers communicated effectively with professionals to ensure people received coordinated care.
- Care workers interacted with people, relatives and healthcare professionals to help people access support to keep them healthy.
- People felt the care workers were effective and efficient in a crisis. One person said, "The service provided is very slick, including provision of an emergency service when I required it."

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.

- Systems and processes to assess capacity were in place.
- People (and relatives with power of attorney) were routinely involved in decisions about their care. Care workers sought people's consent and supported them to have choice and control over all aspects of their support.
- People's rights were protected; the management team assessed people's mental capacity and made best interest decisions when needed.

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.

This is the first inspection for this newly registered service. This key question has been rated good. This meant 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; Supporting people to express their views and be involved in making decisions about their care

- People received excellent care and support from care workers who were compassionate and caring. One person said, "All of the care workers I have come into contact with are friendly, kind, caring, competent. The service provided exceeds my expectations. It appears to me that there is nothing they will not do to secure my comfort and wellbeing."
- The provider and care workers recognised and respected people's diversity and took their cultural and social needs into account. Care workers received equality and diversity training and were aware of the importance of supporting people in a non-discriminatory way which reflected their cultural preferences.
- People said they had excellent communication with care workers and were involved in decision-making around their care. One person said, "Communication is verbal (face to face) or over the phone or via e-mail if necessary. We talk about what I want from the service and how we are going to achieve our aims."

Respecting and promoting people's privacy, dignity and independence

- The provider was aware of the need to maintain confidentiality in relation to people's personal information. People's care plans were stored securely and computers were password protected.
- People told us that care workers were always respectful of their privacy and dignity. One person told us, "I am always shown the utmost respect from the care workers. They always ask before entering a room where I might be naked and I feel comfortable in their care."

Is the service responsive?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- Care records were up to date and reflected the care being delivered. When people's needs changed, their care and support was assessed and amended in their care file. A person told us, "There is a file in my house containing details of work done, comments about my condition and contact details."
- People received person-centred care; care workers had a good understanding of their needs and what was important to them.
- People and their representatives were involved in reviews of their care.

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 provider made information for people available in formats they could understand.
- People were supported to tell care workers about their wishes and views; their care plans included information about how they communicated.

Improving care quality in response to complaints or concerns

- The provider managed complaints well. Information on how to raise a complaint was included in the service user guide given to people when they first started using the service.
- People and their relatives told us they knew how to contact the provider should they have any concerns or complaints. One person told us, "I have no complaints whatsoever. Quite the opposite. I do know how to complain and who to."

End of life care and support

- No one using the agency was receiving end of life care. However, as part of the assessment and care planning process, information on people's wishes in this area was gathered to assist in the provision of responsive, sensitive end of life care, should this ever 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.

This is the first inspection for this newly registered service. This key question has been rated 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; Continuous learning and improving care

- People said the way the agency was led was excellent and people were at the heart of the service. Family values, happiness and people's health and wellbeing were at the forefront of the support given. One relative said, "They are very caring, happy and their work is excellent."
- The provider's leadership promoted people's independence and inclusion. All of the feedback was positive, and people expressed great satisfaction with the care they received.
- Care workers felt extremely valued and respected by the management team. One member of the care team said, "This is the best job I have ever had."
- The provider had created an action plan which they were following to develop a good framework of accountability. This enabled them to monitor performance and risk leading to the delivery of demonstrable quality improvements to the service.

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 their responsibility to be open, honest and apologise if things went wrong.

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

- The management team were compassionate, inclusive and effective. They demonstrated a high level of experience and capability to deliver excellent care.
- There was good management oversight of what was happening in the service. When asked questions both the provider and registered manager were able to respond immediately and demonstrated an in-depth knowledge in all areas.
- The registered manager communicated all relevant incidents or concerns both internally to the provider and externally to the local authority or CQC as required by law.

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

- Regular checks were carried out by the management team to ensure people were safe and happy with the service they received.
- The management team demonstrated a commitment to providing person-centred, high-quality care by

engaging with everyone using the agency, relatives and health care professionals. One relative told us, "Communications with the agency are excellent, we are asked to give regular feedback."