

Individualised Care Ltd

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Inspection report

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Individualised Care Ltd is a domiciliary care agency providing personal care to people in their own homes. The service was supporting 35 people with personal care in their own homes at the time of our inspection. 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

People were at risk of avoidable harm and of potentially not receiving the right care, due to the lack of guidance for staff. There were no individual risk assessments relating to COVID-19 for people using the service or the staff who were supporting them. We made a recommendation in relation to assessing the risks of people who used the service and staff regarding COVID-19.

Despite this, people and their relatives told us they felt safe with staff. Staff followed safe hygiene practices and used personal protective equipment (PPE). People, relatives and staff told us PPE was used when providing personal care. Staff told us PPE was readily available when needed and the provider had enough stock of PPE available.

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

Rating at last inspection

The last rating for this service was good. (Report published on 28 April 2018).

Why we inspected

We undertook this targeted inspection to check on specific concerns we had about poor infection control procedures. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Individualised Care Limited

Detailed findings

Background to this inspection

This was a targeted inspection carried out in response to concerns received about poor infection prevention and control procedures.

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 service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection team consisted of two inspectors and an 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 to people living in their own houses and flats.

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 24 hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

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. 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.

During the inspection

We spoke with the care co-ordinator. We reviewed three people's care records, three staff personnel files, and other records regarding infection control procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We reviewed various policies and procedures. We spoke with six people who used the service and five relatives. We also spoke with the registered manager and received feedback from 11 care staff.

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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check concerns raised about infection prevention and control procedures. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- The provider had not taken sufficient steps to minimise the risk of the spread of infection for people using the service or staff. The provider had not risk assessed the individual impact of COVID-19. For example, it had not considered people's individual health conditions or ethnicity.
- Before the inspection, we had received information the Health and Safety Executive about the poor management of infection control and prevention procedures. The Health and Safety Executive is a UK government agency responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare, and for research into occupational risks.
- We received mixed feedback from staff about the safety of people using the service. The registered manager acknowledged people's risk assessments had not included specific actions required to address risks relating to COVID-19.

We recommend the provider seeks advice from a reputable source in relation to assessing the risks of COVID-19 to people who used the service and staff.

- After the inspection the provider told us they created a risk assessment for people and staff specific to COVID-19. The provider told us they had started to assess people and staff.
- People and their relatives told us they felt the service was safe. One person said, "I always feel safe and respected and listened to by [staff]."
- Despite the lack of individual risk assessments relating to COVID-19, staff regularly assessed and took steps to mitigate other risks to people.
- We saw the provider had taken steps to address the concerns found by the Health and Safety Executive.

Preventing and controlling infection

- Staff had access to enough PPE. The provider ensured an adequate supply of PPE was available to staff. Hand sanitisers, gloves, face masks and aprons were available for staff to collect from the office. Staff told us, "Since I started, I could not recall that we ever run out of PPE not at all." and "Used PPE's are disposed at the end of the task in each client's residence, as using the same PPE from one client to another will cause cross infection."
- People and their relatives told us staff wore PPE correctly and followed infection control procedures whilst providing personal care.
- Staff completed training in infection prevention and control. Following advice from the Health and Safety

Executive, the registered manager had amended and updated parts of the COVID-19 training pack for staff. Staff told us, "I have received updates." and "We were trained about how to protect ourselves and the service users we are caring for."

- The provider's infection prevention and control policy was in date and included reference to COVID-19.