

Care Dynamics Limited

# Care Dynamics Ltd

## Inspection report

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## Ratings

Overall rating for this service

Outstanding 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Outstanding 

Is the service responsive?

Good 

Is the service well-led?

Outstanding 

# Summary of findings

## Overall summary

What life is like for people using this service:

- Without exception, everyone we spoke with praised the service they received and were treated with kindness, compassion and respect. An example of the comments we received was "They are wonderful. I can't praise them enough".
- People consistently told us how they received care from staff who knew their needs well, at times when they expected them and this helped to make them feel safe.
- We received extremely positive feedback on how staff went over and beyond what they were expected to in order to provide a truly person centred service.
- People and staff described how the service made them feel respected, valued and listened to. Respect for privacy and dignity was at the heart of the service's culture and values.
- There were high levels of satisfaction across all staff. Staff described being "Proud" to work for Care Dynamics, and how they had worked for other companies and there was "No comparison." Staff were enthusiastic at the opportunities they had to improve and develop by being encouraged to gain additional qualifications, as well as being able to progress in their career by being promoted to senior roles.
- The whole service continued to have a good track record and recently received the Home Care Provider of the year 2018 award from the Local Authority 'Proud to care' campaign.
- More information is in the full report.

Rating at last inspection:

GOOD (The date last report published was 20 June 2016).

About the service: Care Dynamics Ltd is a domiciliary care agency. It provides personal care to people living in their own homes. Some of these people have a learning disability and others are older people. At the time of our inspection they were providing personal care to 37 people.

Why we inspected: This was a planned inspection based on the rating at the last inspection. The service has improved and has been rated Outstanding.

Going forward we will continue to monitor this service and plan to inspect in line with our inspection schedule for those services rated as Outstanding.

## 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 exceptionally caring

Details are in our Caring findings below.

Outstanding ☆

### Is the service responsive?

The service was responsive

Details are in our Responsive findings below.

Good ●

### Is the service well-led?

The service was exceptionally well-led

Details are in our Well-Led findings below.

Outstanding ☆

# Care Dynamics 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 as part of our regulatory functions. This inspection checked 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.

#### Inspection team

The inspection team consisted of one inspector 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. Their area of expertise was with older people and adults with learning disabilities.

#### Service and service type

Care Dynamics Ltd is a domiciliary care agency. It provides personal care to people living in their own homes. Some of these people have a learning disability and others are older people. At the time of our inspection they were providing personal care to 37 people.

The service had two managers registered with the Care Quality Commission. One of whom was the nominated individual. This means that they are both 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 visit. We needed to be sure that people were informed that we would be contacting them by telephone, and we needed a manager to be available to facilitate this inspection.

Inspection site visit activity started on 5 December 2018 and ended on 11 December 2018. We visited the office location on 5 December 2018 to see the registered managers' and staff. We reviewed people's care records, policies and procedures, records relating to the management of the service, training records and the recruitment records of care workers. We spoke with two staff during our visit.

What we did:

We used information the provider sent us in the Provider Information Return. (PIR) This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make. We looked at information we held about the service including notifications they had made to us about important events. We also reviewed all other information sent to us from other stakeholders for example the local authority and members of the public. An expert by experience spoke with five people, two relatives and two staff by telephone.

# Is the service safe?

## Our findings

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

### Supporting people to stay safe from harm and abuse

- Staff fully understood their role in protecting people from abuse. All staff had received training on the safeguarding of adults. The registered managers' had a good knowledge of safeguarding and had raised issues with the Local Authority when concerns had been identified. We received positive feedback from the local authority safeguarding teams to confirm the service had "worked well" with them in reporting concerns and taking appropriate action.
- People consistently told us they felt safe. One person said "I trust them". Another person told us the service "Never fail to provide cover". A relative told us their loved one "Feels very safe around the carers [staff]". They get sent a rota which is "Stuck to" and the staff "stay as long as they should".
- Overall people said the staff arrived when they expected them, or the office would ring to inform them if staff were running a bit late. No one could recall not having a visit when they expected one. Everyone told us the staff stayed for the allocated time.

### Assessing risk, safety monitoring and management

- Assessments were carried out to identify any risks to people and to the staff supporting them. This included any environmental risks in people's homes and any risks in relation to the care and support needs of the person. Individual risk assessments detailed the action staff should take to minimise the chance of harm occurring to people or staff. Staff said they had received training in equipment they needed to use in order to move people safely.
- Each person had an Ambulance handover sheet in case of an emergency to provide essential information quickly. If a person had a 'life line' alarm installed, a prompt for staff to ensure the person had it close to hand was included in the care plan, and the alarms were tested each month to ensure they worked.
- Staff safety had been assessed, and measures put in place. The service provided each staff with a mobile phone which had an app linked to an electronic care system. This would 'flag up' any issues regarding later than expected calls or unexpected staff delays. There was always a senior member of staff on call and staff said they knew who to contact if necessary.

### Staffing levels

- The service had good track record for retaining staff. This ensured people received consistent care which they described as being 'important to them'.
- All staff spoken with said the rotas were planned "very well, and were consistent".
- Recruitment practices continued to be safe. The relevant checks had been completed before staff worked with people in their homes.

### Using medicines safely

- Medicines continued to be safely managed. The electronic care system would identify if any essential elements of the person's care plan had not been met. For example, it would highlight if medicines had not been given.

- Staff were trained and deemed competent before they administered medicines, and regular checks ensured people received their medicines safely. People said they received their medicines when they "Needed them and that staff recorded it."
- Where safe to do so, people were encouraged to manage their own medicines. This promoted people's independence.

#### Preventing and controlling infection

- Staff told us they were supplied with personal protective equipment for use to prevent the spread of infections. Records showed staff had received training in infection control. One person described how the staff "Wear gloves and aprons when appropriate."

#### Learning lessons when things go wrong

- There were robust systems in place to monitor and learn from incidents and accidents. Records were electronic and were constantly monitored for any themes or patterns, and the registered managers' took appropriate preventative actions where necessary.
- Where there had been errors made with recording of medicines; these were quickly found and resolved to keep people safe. Staff told us if any errors are found, "They are reported and dealt with straight away".

# Is the service effective?

## Our findings

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 and preferences had been assessed. One person described their experience of assessments and care planning as; "Yes I felt listened to and everything was put into place for me, it was very good".
- The service worked hard to match staff to people's preferences and needs as well as personalities and provided continuity of care. Measures were in place to ensure non compatible staff would be restricted by the electronic booking system. One person explained that as well as providing the regular care they expected and needed, they "Have a laugh and giggle with me too".
- Staff told us they received training and regular updates on changes to guidance or the law. This ensured they were providing best practice and effective care and support to people.

Staff skills, knowledge and experience

- People told us staff carried out their roles effectively. Staff told us they had robust induction and "very good" training. Staff described how the new online training was seen as an improvement, as it enabled staff to "Work at their own pace. Further training is available for anyone that requires it."
- A relative said staff were trained "very well." A person told us, in relation to their views of staff skills, "I certainly do, they take a marvellous approach".
- Records showed staff were competent and skilled. Staff conveyed their knowledge when speaking with us.

Eating, drinking and a balanced diet. Supporting healthier lives and access to healthcare

- Some people had support from staff in meal preparation. One person said "They support me very much in regards to food and drink" and went on to say they are offered choice and they were encouraged to do as much for themselves as possible.
- People's health needs were assessed and planned for to make sure they received the care they needed. One relative spoke confidently that the staff would not hesitate in contacting the persons doctor "If needs be".

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

- We checked whether the service was working within the principles of the Mental Capacity Act [MCA]. Staff continued to have a good understanding of these pieces of legislation and when they should be applied.
- People told us they were encouraged to make decisions for themselves and felt involved in making choices wherever possible.
- Care plans had been developed with the person it related too. Care plans had been signed by the person to show their agreement and consent to receiving the care and treatment being provided.

# Is the service caring?

## Our findings

People were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service

Ensuring people are well treated and supported

- A member of staff was nominated for Home care worker of the year (2018) for their exceptional care and support to people. This was an award from the Local Authority 'Proud to care' campaign. Members of the public and people using the service voted anonymously, some of the reasons given for the nomination included 'for always putting people first, being bubbly and experienced.'
- The service had a robust contingency plan which they used successfully during the snow in March 2018. This resulted in everyone who was assessed as needing at least one visit per day, received one. Staff were issued with 'winter safety packs' from the provider. This included essential equipment in case of snow/ice conditions. Not all providers in the local area were able to ensure each vulnerable person had the visit they needed during the same period.
- The services recruitment and selection process was robust, and identified whether potential staff had the values and work ethics that the provider wanted of new staff.
- New staff had a development plan and thorough induction process which included shadowing experienced staff. This ensured they are competent and of the person's needs prior to starting lone working.
- New staff were 'matched' to people to ensure they had the right skill and personal qualities to enhance the person's experience receiving care and support.
- Staff in all roles were highly motivated and offered care and support that was exceptionally compassionate and kind. One person explained how "They [staff] always do extra little things, which really help out. They have also got me through some bad times. They listen when I talk and put me on the right road again." Another recalled a time they "Had a fall in the bathroom. The carers came after (they were informed of the fall) and stayed with me until help came, they didn't have to do that".
- The service used a computer system which ensured documents and records were immediately available to staff to access. This enabled any changes in people's needs to be identified and actioned as it occurred, and for the relevant staff to be informed. This is different from other providers who monitor care notes when they are brought to the office for checking and storing.
- Without exception everyone we spoke with praised the staff and spoke enthusiastically about how caring they were. One relative described their loved one as having "a very close relationship with them [staff]". "She has one main carer unless she [staff] is on holiday". "She [staff] goes above and beyond". The relative said "It is great to know [person's name] is being well looked after". A person said the staff "Are wonderful. I can't praise them enough". Another person told us the staff are "Fantastic, very helpful and I like all of them". Another person described the regular staff they had as being "very kind and we are extremely lucky to have her." Another person said "I've got to know them [staff] well now. They are kind people and go above and beyond". Another person told us "They [staff] really help me out and they also make me feel good about myself". Another said "They [staff] make my day. The morning isn't the morning without them".
- Staff received training, support and supervision to ensure they were providing the level of care and support the person expected.

- Staff spoke of people with fondness and genuine concern for their wellbeing and the happiness of people they supported. Compliments from people and family members confirmed this happened "Naturally" and "All of the staff genuinely care about me, which is refreshing."
- Staff received training regarding equality, diversity and human rights. Spot checks and supervisions for staff and the quality assurance processes ensure this has been implemented.
- The service acknowledged special occasions, such as a person's Birthday, as well as when people experience sad occasions in the loss of a pet.

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

- Everyone we spoke with felt included in how their care and support was planned and delivered, and had "ample" opportunities to have their opinions heard, such as visits by senior staff or phone calls to the office. People also visited the office, staff were very welcoming and friendly. One of the registered managers' said "people visit us, its a safe and comfortable environment where people feel ably to express themselves. Also we notice any signs of anxiety in the person and can help them." People were encouraged to participate in activities they may not have thought they were able to do. For example, attending a concert but due to a medical condition the person didn't think it possible. Staff worked with the person, assessed the risks and reassured them medical staff would be available, and the person went to the concert which was an ambition of theirs and a huge achievement.
- The service provides information to people such as local community services (nail care and food providers) as well as contact details for local carers in crisis team.

Respecting and promoting people's privacy, dignity and independence

- Respect for privacy and dignity was at the heart of the service's culture and values. Staff described "Treating people as I would like myself or a loved one to be treated."
- Relatives confirmed to us that people's privacy and dignity was "Always maintained".
- Staff promoted people's independence, privacy and dignity. People described being "encouraged" by staff to do as much for themselves as possible. One person said, "remaining in my home with support from Care Dynamics Ltd, means I can remain as independent as possible". The service had referred people to Occupational Therapy services when changes in people's needs meant they may need additional equipment to enable them to remain living at home.
- Staff received training and supervision to ensure they were maintaining people's privacy, independence and dignity.
- Care plans included a security task, this ensured staff checked people's homes were secure when leaving.
- Staff checked systems such as 'Lifeline' on a monthly basis to ensure it was in working order.

# Is the service responsive?

## Our findings

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

How people's needs are met

- Care plans were personalised and detailed exactly how the person wanted their needs and preferences to be met.
- One person stated "They have it just right, they have made my life so much better". Another person said "They do everything as I need, as I like it and often do more to make sure I am ok."
- There was an on call system that staff said they could contact a senior member of staff if needed. A relative said "The office are easy to contact, even at weekends".

Personalised care

- People consistently told us how they received care and support which was exactly as they expected and needed. One person told us "They know just how hot I like my bath water".
- Staff had access to records which were electronic and could be updated immediately. This meant staff had accurate, up to date information about each person they supported.
- Each person's plan was regularly reviewed and updated to reflect their changing needs.

Improving care quality in response to complaints or concerns

- Everyone we spoke to was aware of how to raise concerns. People told us that they had "No reason to complain" and "Matters were always dealt with" when they made suggestions and therefore they felt they did not need to formally complain.
- People and relatives said that they felt able to speak to any of the staff, including the registered managers' at any time. Staff were aware of their responsibilities in responding to, and reporting any concerns raised.
- Records showed complaints had been taken seriously and responded to with the outcome of the appropriate action. One relative explained that if they did have any worries they would be happy to contact the office who "Would deal with anything quickly." Several people were of the same opinion, and if they had any worries or concerns they would feel comfortable talking to someone about it who would listen and take action.

## Is the service well-led?

### Our findings

Service leadership was exceptional and distinctive. Leaders and the service culture they create drove and improved high-quality, person-centred care.

#### Leadership and management

- Staff consistently told us of the positive management structure in place that was "Open and transparent." One staff member said "I have worked for two other companies but communication here is much better". Another member of staff returned to work for Care Dynamics Ltd and said, "The change made me realise just how great a company they are".
- People and relatives told us that the registered managers' were known to them and approachable. We saw them to be kind, caring and that they knew everyone extremely well including their relatives.
- Everyone said they were aware of who to contact, comments received included; "The office are easy to contact and we are genuinely informed of any changes"; and the staff at the "Office are easy to contact even at weekends"; and "If I am going away, I just call them up and they change it without a problem. It's very well managed. I couldn't fault them". Staff described how the service "listen to what I can do and they really care about their staff, they are the best out there". A person described the service as being "well managed, 10 out of 10" and they would "recommend the service".
- The registered managers' planned and promoted person-centred, high-quality care and good outcomes for people. Compliments received showed this was evident and appreciated.
- Staff felt encouraged and supported to gain further qualifications and to bring any matters to the attention of the registered managers'.

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

- Care Dynamics Ltd was awarded 'Home Care Provider of the year' recently by the local authority 'Proud to care' campaign. As with the award for the care worker of the year, this was achieved by people voting anonymously for the service they thought deserved the award for the distinctive way the service operated.
- Recent improvements included the introduction of a computerised care planning system. Staff had been trained to use the system and a continual review of this was in place to ensure the system continued to support the effective delivery of services to people. The registered managers' wanted to ensure the system enabled the service provided to remain person centred. Staff were enthusiastic about the system and described it as "fail safe" and "ensures we have live information and it highlights any issues immediately."
- There was a clear management structure in place and staff were aware of their roles and responsibilities. The registered managers' implemented an electronic quality assurance [QA] system which was person centred in gaining peoples opinions. For example surveys were developed with people with learning disabilities and older people in mind. The QA system was in line with the local authority contract and CQC requirements. If satisfaction for any area was below 95% the system flagged this and any action necessary to improve.
- Staff were made aware of any policy changes, staff confirmed they "Got an email to tell us its changed so we are kept up to date".
- Staff received regular supervision and spot checks to monitor their working practice and all staff we spoke

with felt "Extremely well supported by their colleagues, line manager and registered managers'. Any concerns are discussed and listened too."

Engaging and involving people using the service, the public, staff and working in partnership with others

- The registered managers' continued to have an open door policy and people were encouraged to express their opinion either in person, or by telephone. Other ways of gaining feedback from people, relatives, staff and other health and social care professionals was by surveys and reviews.
- The service continued to build strong working relationships with the local authorities and healthcare professionals, such as Occupational Therapists [OT]. We received feedback from an OT, who confirmed the service "Work really well together." And was complimentary of staff involvement by saying "I think its important carers are involved in the meetings as well as the family as we have a close relationship with them too but in a different way".
- People received quarterly newsletters which detailed local services which may be useful in enhancing people's lives.
- Care Dynamics Ltd had a dedicated training department, which delivered training to other care services.
- Links to services such as Age UK and carers in crisis had been developed to support people and their families. Other links with the community included the Proud to care forums for providers. The service introduce people to Bournemouth People First and charities which employ people in the catering trade for people with learning disabilities.