

Care Fully Ltd

# Care Fully Limited

## 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?	Requires Improvement ●

# Summary of findings

## Overall summary

Care Fully Limited is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community. It provides a service to older adults. At the time of the inspection 2 people were supported by Care Fully Limited.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the rating of good there was no evidence or information from our inspection and ongoing monitoring that demonstrated serious risks or concerns. We have rated well led as requires improvement. However, the overall rating remains Good.

This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

The registered manager is also the provider for this location.

The service was safe. The registered manager and staff member understood safeguarding and were competent to report any concerns they had. People were supported to take their medicines safely by staff that were trained to ensure best practice. There were enough staff to provide support at a time they wanted. Safe recruitment practices were in place to employ suitable staff. Staff understood the importance of good infection control and wore appropriate equipment provided to keep people safe. □

The service was effective. Staff had completed training to meet people's needs effectively. The registered manager and staff member had access to regular support and meetings. The registered manager and staff member worked in line with the Mental Capacity Act 2005 (MCA) principles, they understood the importance of promoting people's choice. People care needs were assessed and reviewed. Staff supported people with their nutritional and hydration requirements.

The service was caring. Staff knew people well and staff cared for them in a compassionate way. Staff respected people's privacy and dignity and supported people to maintain relationships and their independence. Staff delivered care that was supportive, kind and caring. People were involved in deciding how their care was provided.

The service was responsive. People`s needs were assessed to ensure people received the support they required. People confirmed they were involved with their care reviews. People received support that promoted their independence. People knew how to raise any concerns or complaints if required. People confirmed they received their calls at a time they wanted.

Well-led required improving. The registered manager was clear about their vision and values for the service and what they wanted to achieve. The registered manager had a good overview of the service and ensured

people's needs were met. We found that the registered manager and staff member provided the correct support and managed risks appropriately. However, documentation needed to improve. For example, care plans required better guidance on how to deliver the care and support in a way the person wanted. Risk assessments also needed more detail on how to manage the identified risks. Documents for recording accidents and incidents also required improving.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

<p><b>Is the service safe?</b></p> <p>The service remains Good.</p>	<p><b>Good</b> ●</p>
<p><b>Is the service effective?</b></p> <p>The service remains Good.</p>	<p><b>Good</b> ●</p>
<p><b>Is the service caring?</b></p> <p>The service remains Good.</p>	<p><b>Good</b> ●</p>
<p><b>Is the service responsive?</b></p> <p>The service remains Good.</p>	<p><b>Good</b> ●</p>
<p><b>Is the service well-led?</b></p> <p>The service had not maintained Good.</p> <p>Documented systems such as accident and incident records needed improvement.</p> <p>Care plans and risk assessments were generic, they did not always contain sufficient information on people's preferences and required better guidance for staff.</p> <p>The registered manager had an overview of the service</p> <p>Both the registered manager and staff member understood their roles and responsibilities.</p> <p>People were positive about how Care Fully Limited was operated.</p>	<p><b>Requires Improvement</b> ●</p>

# Care Fully Limited

## **Detailed findings**

### Background to this 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 was planned to check 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.

The inspection took place between 1 and 5 November 2018. On the 5 November 2018 we contacted people and a social care professional to get feedback about their experience of the service. We gave the provider 48 hours' notice of our intended inspection to make sure that appropriate staff were available to assist us with the inspection.

Before our inspection we reviewed information, we held about the service including statutory notifications relating to the service. This included the Provider Information Return (PIR). This is a form that requires them to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection we spoke with two people, one staff, a professional nurse and the registered manager.

We looked at two care plans, one employment file, quality monitoring records and other relevant documents relating to how the service operated.

# Is the service safe?

## Our findings

People and relatives told us they felt the service they received was safe and met their needs. One person said, "[Staff] always reassure me, I feel safe. I feel very safe."

Identified risks to people's health, welfare or safety were appropriately managed to keep people safe. People's care plans contained risk assessments for the person and the environment. These risk assessments were generic and required better detail and guidance for staff. However, the registered manager and staff member understood the risks and verbally demonstrated they knew how to manage these appropriately. We spoke with the registered manager about the importance of good risk assessments and guidance and they have assured us that this will be actioned.

Incidents and accidents were logged, and the registered manager was aware of any incidents that had occurred and of people's changing needs. However better monitoring systems were needed, we discuss this in more detail in the well led section of the report.

Staff received training about safeguarding people from harm. Both the registered manager and the staff member we spoke with were knowledgeable about how to identify any signs of abuse. They knew how to raise concerns, both internally and externally. One staff member told us, "I would always report any concerns to the [registered] manager." There was information provided in the service user guide provided by Care Fully Limited with guidance and contact details to report any concerns.

Safe and effective recruitment practices were followed to make sure that all staff were of good character and suitable for the roles they performed. All the necessary pre-employment and identity checks were completed to ensure best practice.

People told us staff arrived on time and if they were running late the staff phoned them to let them know of a delay in the visiting times. One person told us, "I needed a company I could rely on because of my past experiences. [Care Fully Limited] have been so reliable and supportive, they are always on time and if they are running late they let me know, and that is really important." The registered manager explained that they provided care and support for two clients and there were adequate times between calls to ensure people received their care at a time they preferred.

People who used the service told us that staff helped and supported them to take their medicines safely. Staff had been trained in safe administration of medicines and knew how to ensure people received their medicines safely. We saw that medicines were monitored and regularly audited by the registered manager. Staff understood the importance of good infection control and wore appropriate equipment when providing personal care to keep people safe.

## Is the service effective?

### Our findings

People who used the service and their relatives were positive about the staff that provided care and support. One person told us, "They always give me good care." One social care professional commented, "The care they give is excellent, they support [name] really well."

The registered manager and staff member had completed an induction programme during which they received training relevant to their roles. We saw evidence where training needs were identified these were completed. For example, they received training with using new equipment to hoist one person safely. One person commented, "They are extremely careful when hoisting me, they are well trained."

Staff had received training in areas such as safeguarding, health and safety, moving and handling and medicines. However, although staff were able to verbally demonstrate their knowledge we recommended that training updates required were completed on a regular basis. After the inspection the registered manager had put an action plan in place to update their training and now has training courses booked to ensure they are providing best practice.

The registered manager and staff member discussed their performance and any other issues or ideas on a regular daily basis. They both confirmed they felt supported.

People's care needs were assessed and reviewed regularly to ensure people received the care and support they wanted. One person said, "We are always talking, they are always checking if there is anything else I need."

We found that the registered manager and staff member were working within the principles of the MCA where necessary and appropriate to the needs of the people they supported. Staff confirmed they obtained people's consent before they offered any support. One staff member said, "Choice is important because it's an individual thing, everyone is different and want different things." One person commented, "They provide me with choices. If I don't want to get up it's ok. They respond to my needs, all done around my needs."

Staff confirmed they supported and encouraged people to eat a healthy balanced diet. One person said, "They get my breakfast and supper, they ask me what I want to eat. They do my shopping and buy what I want."

## Is the service caring?

### Our findings

People told us their support and care were provided in a kind, respectful way. One person said, "They are both kind and caring. I feel comfortable with them. They always let me know what they are going to do."

People confirmed staff promoted their independence, treated them with respect and supported them to live at home. One person said, "[Staff] stay for the allotted time, they are never in a rush, they are very flexible. I had to change the call time and it wasn't a problem." Another person said, "They are kind to me, they speak to me nicely, they really listen to you."

Staff developed relationships with people they cared for on a regular basis. There were only two staff who provided the care and support, this gave people the continuity they wanted and supported the development of relationships. One person said, "I view them as friends, the whole family get on with them really well." People confirmed the communication was good and that staff always had time to sit and chat and would do little jobs around the house to help when asked.

People were involved in the planning and reviews of their care and support. People confirmed they were involved with the reviews of their care. One person commented, "They regularly talk with me about my support."

Records were stored securely, staff understood the importance of respecting confidential information. They only disclosed it to people such as health and social care professionals on a need to know basis.



## Is the service responsive?

### Our findings

People's identified needs were documented and reviewed to ensure they received appropriate care. One person said, "I feel happier because of the support they provide."

People received an initial assessment to ensure their support needs could be met. They received regular three-monthly reviews of their care and support. People confirmed they were involved with and contributed to their assessments. People confirmed they felt listened to and were supported to have goals and maintain relationships that were important to them. People were also supported to attend appointments. One person said, "They took me to my doctor's appointment last week."

The provider ensured people received their calls on time. People confirmed they had never had a missed call and calls were on time. The registered manager commented, "This is a family run company and I attend all the calls and ensure people receive the calls when they need."

The registered manager confirmed that no one was receiving end of life care at the time of the inspection. However, they confirmed they would discuss people's preferences to ensure people wishes were met. Staff understood their roles and responsibilities.

There was a complaints procedure in place. People were aware of how to make a complaint should they need to. People told us they were very happy with the care and support they received. One person said, "I know how to contact them if needed but I have no complaints." We noted no complaints had been received. However, there was a complaints policy in place and the registered manager understood how to deal with complaints in line with their complaints policy.

## Is the service well-led?

### Our findings

People who used the service told us that the service was well-led, they felt listened to. One person said, "I wouldn't change a thing, [staff] tick all the boxes."

The registered manager was knowledgeable about the people who received support. They were clear about the values and the purpose of the services provided.

Care Fully Limited was a run by the provider who was also the registered manager. They with their partner provided the support and care to both service users. This meant that the registered manager had an over view of the service. The registered manager completed care reviews every three months. To ensure the right support was in place.

Documented systems were not robust enough to demonstrate that identified concerns were actioned. For example, the accident and incident logs had not been updated with all relevant incidents. However, the registered manager was aware of incidents and did ensure measures were in place to support people with receiving appropriate care. Incidents were documented in the daily notes.

People's care plans were task oriented. They did not always contain sufficient information about people's preferences, likes, dislikes or how they wanted their care. The registered manager and staff were knowledgeable about people's needs. People confirmed that the care and support they received was delivered in a way they wanted and met all their needs.

Although the registered manager provided the care in a way that met people's needs the documentation needed to improve to ensure if they were unable to attend a call and had to use agency staff, that the staff member would be able to deliver good care following the guidance within the care plan. The registered manager confirmed they had started to address this issue and is re-writing the care plans.

We saw in care reviews and daily notes that outside professionals had been engaged to review people's medication and physical needs. Actions completed included adapting one person's home to meet their mobility requirements. This was to ensure the right care was in place. One care professional commented, "[Name] has been with [Care Fully Limited] a long time and [staff] have always provided the care that meets their needs."

The registered manager told us they felt supported. They confirmed they had daily contact with the staff member and discussed any relevant issues. They attended local authority meetings that gave them access to other managers and talks on various social care subjects such as the mental health act. They used other sources such as the CQC website and skills for care to keep up to date with best practice.