

Quartz Care Limited

# Quartz Care 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?

Good ●

# Summary of findings

## Overall summary

### About the service

Quartz Care Limited is a domiciliary care agency providing personal care to adults in their own homes. The service was supporting 40 people at the time of the inspection.

Not everyone who used the service received personal care. The Care Quality Commission (CQC) only inspects where people receive personal care. 'Personal Care' 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

People's support needs and areas of risk were appropriately assessed, and measures were put in place to ensure people were protected from harm. We did find a couple of examples where areas of risk needed to be more detailed and guidance for staff needed to be strengthened. This was raised with the provider and was immediately addressed.

Infection prevention and control (IPC) arrangements and procedures were in place. The provider was familiar with best practice guidance, staff received IPC training and were provided the relevant personal protective equipment (PPE). We did note that greater oversight was required in relation to the staff testing regime; the provider was responsive to this feedback.

Medication management procedures were safely in place. Staff received the required medication training and had their competency levels regularly checked. Staff complied with medication policies and the electronic medication administration recording system enabled the provider to maintain effective oversight in relation to medicine management.

Accident and incident reporting procedures were in place; staff were familiar the reporting procedures, we saw accident and incident records and follow up actions that were taken. The provider also ensured that they regularly reviewed and analysed the data to establish if any trends were emerging.

Recruitment of staff, staffing levels and staff training were safely and effectively managed. Pre-employment recruitment checks were in place; the necessary disclosure and barring service (DBS) checks were conducted, references were obtained, and people received care and support be staff who were deemed suitable to work in the adult social care field. Staffing levels were monitored, and the provider ensured that people received the packages of care that were agreed.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

We received positive feedback about the provision of care being provided. People told us they felt safe

receiving care by the provider and relatives told us that the staff treated their loved ones with kindness, respect and compassion. One person told us, "I feel very safe with my carers. I always get the same group of carers who I have got to know really well."

Staff were familiar with people's support needs. Care records contained tailored and person-centred information that was centred around the likes, wishes and preferences of people receiving support. People and relatives received a 'client guide' which contained information about complaint process and how their concerns would be responded to.

Quality assurance measures and processes were effectively in place. Systematic processes helped to monitor, review and assess the provision of care people received. Governance measures enabled the provider to review the quality and safety of care and make improvements where necessary.

We received positive feedback about the culture and ethos that had been established at Quartz Care Limited. One external professional told us, "I couldn't praise them enough, they really adapt themselves and go above and beyond in every way."

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Rating at last inspection

This service was registered with us on 29 May 2019 and this is their first inspection.

#### Why we inspected

This was a planned inspection following their registration with CQC.

#### Follow up

We will continue to monitor information we receive about the service until we return to our 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?

Good ●

The service was safe.

Details are in our safe findings below.

### Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

### Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

### Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

### Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

# Quartz Care Limited

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

Inspection activity started on 29 June 2021 and ended on 1 July 2021. We visited the office location on 29 June 2021.

#### What we did before the inspection

We reviewed information we received about the service. We sought feedback from the local authority and professionals who work with the service. The provider was 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 used all the information

to plan our inspection.

#### During the inspection

We spoke with the registered manager, six members of staff and one external professional. We also spoke with six people who were receiving personal care and five relatives who were involved in their loved one's care packages. We reviewed a range of records, including four people's care records, medication administration records, as well as a variety of records relating to the management of the service.

#### After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at audit and governance data, as well as a variety of policies and procedures.

# Is the service safe?

## Our findings

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

This was 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.

### Assessing risk, safety monitoring and management

- Safety monitoring, assessment and management of risk was clearly established and regularly reviewed.
- People's support needs and areas of risk were assessed and regularly reviewed; the provider ensured that people were protected from harm and not exposed to unnecessary risk.
- People had tailored risk assessments in place. We did note that two risk assessments required a greater level of detail and guidance recorded. This was immediately responded to.
- Internal and external environmental risk assessments were completed; staff were familiar with risks that may have presented in people's home environment and the management of these.

### Using medicines safely

- Safe medication management procedures and arrangements were in place.
- Medication was administered by staff who had been appropriately trained and regularly had their competency levels reviewed.
- Medication policies were complied with and staff understood the importance of adhering to the processes and arrangements that needed to be followed.
- The electronic medication administration recording system enabled the provider to have direct oversight in relation to medicine management, ensuring safe medicine practices were followed.

### Preventing and controlling infection

- We were assured that safe IPC procedures were in place.
- Staff received COVID-19 training and were provided with sufficient PPE. One relative told us, "They [staff] always wear their PPE when they visit [relative] and one person said, "They always wear the aprons, mask and gloves."
- COVID-19 guidance, information and best practice was regularly circulated.
- Staff were involved in a weekly COVID-19 testing regime. However, the provider acknowledged that greater oversight was required in this area.

### Staffing and recruitment

- Staffing levels and recruitment procedures were safely managed.
- Staffing levels were closely monitored and people received the packages of care they expected to receive. One person said, "They [staff] are generally on time for each visit. I get an email each week to let me know who is coming and when they should arrive, which works really well." One person told us, "The carer always turns up on time without fail."
- Safe recruitment procedures were in place; pre-employment checks helped to determine the suitability of

staff, ensuring they were able to provide care and support people required.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- People were safeguarded against the risk of abuse and lessons were learnt when things went wrong.
- Staff were familiar with safeguarding and whistleblowing policies and procedures; staff understood the importance of escalating their concerns and protecting people from harm.
- Staff and relatives all expressed that safe care was provided. One person said, "I do feel very safe with my group of carers" and one relative told us, "I definitely feel that my relative is safe when they are in her care as I have every confidence in her skills.
- Accident, incidents and safeguarding events were reported and recorded; staff completed the relevant documentation, follow up actions were completed and the provider analysed trends.



# 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 was 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.

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. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS). We checked whether the service was working within the principles of the MCA, and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- Principles of the MCA (2005) were complied with.
- Measures were in place to ensure people received the safest level of care in the least restrictive way possible; People were not unlawfully restricted.
- Care records contained the relevant level of information in relation to people's capacity support needs and best interest decisions were clearly recorded.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- People's needs, choices and preferences were assessed and supported in line with standards, guidance and law.
- The quality and safety of care people received was tailored around their assessed needs, choices and decisions. One person told us, "They [staff] always ask before they do anything for me, which I like as I am still in control."

Staff support: induction, training, skills and experience

- Staff received regular support, and were supported to enhance their skills and experience.
- Staff were thoroughly inducted into their roles, were supported to shadow more experienced members of staff and helped to complete The Care Certificate.
- People and relatives told us they felt staff were well trained and skilled to provide the care that was required. One person told us, "They [staff] seem to be well trained to me. They are all very polite and always ask before they do anything."
- Staff told us they felt valued and received support on a day to day basis. Staff told us, "I've been able to

progress and develop" and "[Manager] is absolutely brilliant, she is invested in me and very supportive."

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

- Effective nutrition and hydration support was provided and people were supported to maintain healthy balanced diets.
- People's care records contained relevant, up to date nutrition and hydration support information and guidance.
- People were supported to make decisions around their meal preferences and staff were familiar with people's likes and preferences. One person said, "The meals they prepare for me are very good so I think they know what they are doing."

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

- People received consistent, effective and timely care by both Quartz Care Limited staff and other healthcare professionals.
- People's health and well-being was routinely reviewed and assessed; any updates were recorded within people's care records and staff were provided with up to date information in a timely manner.
- People had access to other healthcare services, ensuring that a holistic level of care was provided. One person told us, "They [staff] will arrange a District Nurse visit if I need one or they will contact my GP for me. They will always advise me if they think I might need to see someone."

# 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

- People were well treated and received care and support that was centred around their equality and diversity support needs. One person said, "They are a very caring group of staff. They are always very polite and respectful."
- Staff provided respectful and dignified care. One relative said, "They [staff] are a caring bunch of girls who treat my relative with real empathy and respect."
- Equality and diversity support needs were established and well supported. Staff were familiar with the areas of support people required. One relative told us, "They [staff] are all so caring and put us first. They are very good."

Respecting and promoting people's privacy, dignity and independence

- People's privacy and dignity was respected, and independence was promoted. One person told us, "The care I get is very good and I can't fault it."
- People's care records contained tailored information, staff knew just what level of support each person needed and provided this with dignity and respect. One relative told us, "The carer is so respectful. They will sit and chat about things from the past over a cup of tea which my relative loves."
- People were encouraged to remain as independent as possible and were supported to continue making decision about the care they needed. One person told us, "I have an electric wheelchair and they [staff] take me out every day if the weather is suitable."

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

- People were supported to express their views and were involved in decisions about their care.
- There were processes in place to encourage feedback and improve / enhance the provision of care people received.
- We received feedback to suggest that people were involved in care they were receiving. One relative told us, "We get regular 6 monthly surveys to see what we think of the service and the manager will often drop in to check everything and make sure we are happy with the carers."

# 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.

### 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.

- People's communication support needs were fully assessed, established and supported.
- Care records contained tailored information in relation to people's communication support needs and the level of support staff needed to provide.
- Alternative formats were available on request; we received assurances that the relevant support would be provided.

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

- People received personalised care that was tailored around their needs and preferences.
- Care records contained person-centred information which provided staff with people's likes, preferences and choices. For instance, 'I like to eat my meals in my chair in the living room, I like to pick my own clothes, I love my jewellery and I like to wear it every day.'
- People and relatives told us that the quality and safety of care was centred around people's care and support needs. One person told us, "The carers really do understand me and my needs." One relative told us, "The care my relative receives is of good quality and it is perfect for them. They [staff] all speak nicely with my relative and they will sit and have a chat."

### Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People were encouraged to maintain positive relationships, engage in social activities that were important to them and maintain a sense of independence.
- The provider offers support in relation to shopping tasks and integrating into the community. One external healthcare professional told us, "One person sees Quartz Care as extended family, they've helped integrate [person] into the community."
- Staff help ensure that people's likes, interests and hobbies are supported. One person's care record stated, 'I like to watch TV, I like to watch tennis, soaps and anything to do with music or dancing.'

### Improving care quality in response to complaints or concerns

- There was a complaint policy and process in place; the quality of care could be assessed, monitored and reviewed.

- A record of complaints was kept. Complaints were addressed and responded to in line with the organisation policy and actions were followed up on.
- People and relatives were familiar with the complaints process; they were provided with a 'client guide' when the care package was confirmed. One relative told us, "We have nothing to complain about. My [relative] rang the office a couple of days ago because of a late arrival of the carer. It was sorted immediately. Brilliant service."

#### End of life care and support

- End of life care was not being provided at the time of the inspection. However, Quartz Care Limited do provide end of life care and support as and when it is needed.
- Staff received training around this area of care and understood the importance of providing this level of care in a dignified and respectful manner.

# 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 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.

- Managers and staff were clear about their roles, they understood the importance of monitoring quality performance, management of risk and complying with regulatory requirements.
- Effective governance systems and quality assurance measures meant that the quality and safety of care was sufficiently monitored, reviewed and assessed.
- Monitoring systems helped to assess the quality and safety of care and supported the provider to make the necessary improvements and developments.
- Levels of risk were assessed, regularly reviewed and the relevant support measures were in place to protect people from harm.
- Regulatory and legal requirements were complied with. The registered manager was aware of her responsibilities and understood the importance of ensuring regulations were being met.

Continuous learning and improving care

- Audit systems and quality assurance checks were always effectively identifying areas of improvement.
- The provision of care was routinely assessed. We saw action plans which identified areas of improvement and when these needed to be addressed by.
- Accident and incidents were investigated and 'lessons learnt' were established and communicated.

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

- We were assured that a person-centred approach to care was provided and good outcomes were being achieved.
- Staff provided the required level of support people needed and risks were effectively managed.
- People were encouraged to remain empowered, included in the provision of care being provided and supported to maintain a good quality of life. One person told us, "I couldn't ask for anything more. The office is very good at responding to both phone calls and emails quickly."

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

- Quartz Care Limited engaged and liaised with people, relatives and public about the provision of care being provided.
- Satisfaction surveys were circulated to relatives, staff and people receiving care. These helped to establish

the views, opinions and suggestions of the care being delivered and if any changes needed to be made.

- Staff expressed that they felt thoroughly supported by the management team and were actively involved and included in service delivery. Staff told us, "Quartz Care is brilliant, best I've worked for" and "Honestly, I love it, they're really flexible and supportive."
- The provider regularly circulated newsletters to people receiving care and ensured that staff felt valued by celebrating 'staff member of the month'.
- Relatives and people receiving care provided us with positive feedback about the experiences of care. Feedback we received included, "I am very happy with the service I receive. I can't fault it", "I have never had to phone the office for anything. In fact, they [staff] will ring me to see how I am and how things are going" and "The service is a Godsend for me and my relative."

#### Working in partnership with others

- The service worked in partnership with other external agencies.
- We saw evidence and received feedback which confirmed that that external services and agencies were involved in the provision of care received. One relative told us, "The District Nurse comes three times a week to treat [persons] legs."
- Collaborative working meant that people received a holistic level of care. One professional told us, "I couldn't praise Quartz Care enough."

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

- Duty of candour responsibilities were complied with; open and honest relationships had developed between people receiving care, relatives and Quartz Care staff.
- We received assurances that open, honest and trusting relationships had developed. One relative told us, "The service is well managed and is focussed on their clients. The personal touch from the manager is excellent."