

Passion for Support Limited

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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

Passion for Support Limited is a domiciliary care agency providing personal care to 30 adults at the time of the 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 felt safe while being supported by the service. Staff were consistent and arrived on time. Staff were recruited safely and had the appropriate pre-employment checks in place. Risks were assessed and reviewed. Medicines were safely managed.

Assessments captured people's needs and choices and fed into care plans. People were supported with dignity to eat and drink. Any concerns with people's health were reported to the appropriate professional for further support. Staff received an appropriate induction and training to support their job role. 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.

Staff were very caring, and people felt supported in a kind and dignified manner. People felt staff knew them well and they enjoyed staff's company and talking with them. Staff supported people to remain independent and people and relatives valued the help from the staff team which meant they could remain in their own home.

Care plans captured people's needs and reflected choices. Care plans were regularly reviewed, and people had been involved in developing their plans. Staff could describe how to support people and were able to read care plans and were updated with any changes. Complaints were listened to and responded to in a timely manner.

People and staff were complimentary of the registered manager and the management team. Staff felt well supported and enjoyed working for the provider and people felt they could make contact with the registered manager and be listened to. Audits were in place to monitor and improve the service. There were many compliments received by the service thanking the team for their excellent care and support.

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 (published 27 July 2017).

Why we inspected

This was a planned inspection based on the previous rating.

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?

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 ●

Passion for Support 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 team consisted of one inspector

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 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 23 January 2020 and ended on 30 January 2020. We visited the office location on 30 January 2020.

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 and other professionals who know the service.

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. We used all of this information to plan our inspection.

During the inspection

During the inspection we spoke with the registered manager, four staff members and seven people supported by the service and two relatives. We looked at three recruitment records and three people's care files which included care plans and risk assessments. We looked at information to monitor and improve the service, staff induction, training and supervision. We reviewed compliments and complaints and any feedback received from people and their families.

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. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Staffing and recruitment

- Staff were recruited safely and had the appropriate pre-employment checks in place before employment commenced.
- People were supported by a consistent staff team. Staff attended calls to support people on time and stayed for the duration of the visit.
- People told us staff were trustworthy. One person said, "I trust the girls, I know who is coming. One of the girls was ill last week and they told me who would be coming instead."

Using medicines safely

- Medicines were safely managed.
- Support required with medicines was recorded and records showed medicines were given as prescribed.
- Staff received training and competency checks to ensure they could safely support people with their medicines.

Systems and processes to safeguard people from the risk of abuse

- People being supported by Passion for Support Limited felt safe. One person said, "I feel very safe with them (staff). They know how to look after me and put me at ease."
- Staff could describe what action to take to report any safeguarding concerns and were confident the registered manager would act on any concerns. One staff member said, "I would not hesitate to report any concerning and [registered manager] and [name] would absolutely listen"

Assessing risk, safety monitoring and management

- Risks were assessed, monitored and reviewed.
- Staff were able to describe any risks to supporting people and what actions to take to minimise the risk.
- Staff were always informed of any changes to risk assessments

Preventing and controlling infection

- People were protected from the risk of infection and they confirmed staff used personal protective equipment such as gloves and regularly washed their hands.
- Staff received training to support their knowledge of infection and prevention control.

Learning lessons when things go wrong

- Accidents and incidents were recorded and analysed for patterns and themes.
- Any concerns arising from an accident or incident were immediately reported a health and medical

professionals and family if appropriate.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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

- Assessments were completed which captured people's needs and choices.
- People confirmed they had been involved in the assessment process and following the assessment staff were introduced to the person and were able to get to know them.
- Assessments were used to develop care plans and staff confirmed they had been able to read the assessment and ask any questions.

Staff support: induction, training, skills and experience

- Staff received an induction and training to enhance their job role.
- Regular supervision was completed with staff and spots checks were undertaken to ensure staff were providing the correct care and support to people.
- People told us staff were well trained. One person said, "They (staff) seem to me, well trained."

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

- Staff supported people to eat and drink with dignity. One staff member told us, "I support people to eat and drink, it's having patience with people and ensuring the support is dignified like not leaving food around the face."
- People told us staff had the time to make them their preferred meals and staff often brought their own lunch and sat with them to eat.

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

- The service worked with health and social care professionals, people and their families to provide the right care and support at the right time.
- We saw short term interventions for people who had recently come out of hospital and needed a short period of support.
- The registered manager and care -coordinator liaised with health and social care professionals and families to raise any concerning information in a timely manner.

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.

- Capacity was assessed and consent was gained from people to deliver personal care and support.
- Staff demonstrated an awareness of supporting people to make decisions and understood the principles of the MCA.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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 and relatives told us the staff were caring, respectful and dignified towards them.
- Staff told us they enjoyed supporting people and told us it was important to spend time chatting to people as they (staff) maybe the only conversation the person had that day.
- People described the staff as "Excellent, kind and caring and brilliant." One person said, "Some of the staff are very calming on [name] when they are distressed."
- Staff ensured people's partners were included in the care and support they gave and where they provided support with eating and drinking for the person, they would also provide for the partner. One person told us, a staff member always brought a newspaper for their partner.
- It was clear the service had made a positive impact on people and their family as there were a number of heartfelt, thank you cards received by the provider. Comments from the cards included; "Thank you for looking after [name] for the last few years, [name] really enjoyed the company and chats from the carers, some of whom went that little bit extra. You are all so kind, you help [name] retain their independence and stay in their home as long as possible." and "I want to say how very grateful I am for coming to my rescue 18 months ago. You were so extremely supportive and caring in assisting me with [name]. I cannot recommend you enough. A big thank you for all your support."

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

- People and relatives were involved in making decisions about how they wanted their care to be.
- The views were captured in care plans and staff could describe what was important to individual people.
- People told us staff knew them well. One person said, "The simple matter is, they know me and my [partner] like a cup of tea in the morning and I don't have to remind them (staff)."

Respecting and promoting people's privacy, dignity and independence

- Staff promoted people's independence and ensured privacy was maintained.
- Care plans described what people can do for themselves and staff prompted this to ensure independence was maintained.
- People and staff confirmed they knocked on doors to alert people they were at the property and staff explained to people information about the care and support they would be providing. One person said, "The staff are very dignified to me and accept me as I am. They ask me what I want (help with) each day. I am a very private person."

Is the service responsive?

Our findings

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

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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 plans were detailed and contained written and pictorial information to support people and the staff. Choices and needs were captured in each care plan and there was a list of priorities that must be met on each visit. People confirmed all their priority care needs were always met.
- People told us they had been involved in developing their care plans and reviewing them to ensure they remained accurate. People said they could ring the registered manager or care coordinator at any time and inform them of any changes.
- Staff had the time to read care plans and could describe people's needs.

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 were provided with information in a format they could understand.

Improving care quality in response to complaints or concerns

- The service had a complaints policy in place and people were aware of how they could raise a complaint if they needed to.
- Complaints were recorded, and any outcomes shared with the complainant.
- All people we spoke with said they had no complaints about the service.

End of life care and support

- The service was able to provide care and support for people who were at the end of their life. The service had links with GPs and district nurses to facilitate this type of care.
- More recently, staff had provided support to one person and when the time came, they had stayed beyond their hours to support the person's family. A comment wrote by the family member said, "A special heartfelt thank you to [staff] and [staff] who stayed with [person], myself and family until [person] passed away and made the necessary phone calls."
- Staff had received training to support people at the end of their life.

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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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

- The service was organised, open, person-centred and gave good support to enable people to live independently at home.
- The registered manager was passionate about offering person-centred support which created an enthusiastic staff team. Staff told us, "I feel very supported, [registered manager] is very approachable." and "It's nice to feel valued as a worker, this company does that."
- People told us they felt very fortunate to find a service which met their expectations and complimented the registered manager and their team on the management of the service.
- People said they felt involved and listened to and comments included, "I have raised things and they have listened" and "We were involved in the planning of care. [Name] has a number of needs and we needed the care to be right."

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

- The registered manager regularly sought feedback on the service which assured them the service was providing high-quality care and support.
- The most recent feedback showed all 33 respondents were extremely or very satisfied with the management, staff and the response of the provider and staff team.
- The registered manager reviewed staff's rotas to ensure it was feasible and gave staff enough time to travel in between supporting people.
- Regular staff meetings took place to share information with staff. Staff felt involved in the running of the service and one staff member told us, "This is the first time I have done this type of work and they (management team) have been so supportive with regular meetings and supervisions."

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The management and staff understood the requirements of their roles and staff felt well supported by the management team.
- There were a series of audits in place to monitor and improve the service and highlight areas for improvement. Any improvements were actioned promptly.

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 for providing information to the Care Quality Commission and other bodies when something goes wrong.
- People and staff were confident they could raise any concerns with the registered manager and the concern would be listened to and acted upon.

Working in partnership with others

- The registered manager and staff team worked with other health and social care professionals such as GPs and district nurses to ensure people remained well in their homes.