

Time 2 Care (South West) Ltd

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Inspection report

Unit 10, Caddsdwn Business Support Centre
Caddsdwn Industrial Park
Bideford
Devon
EX39 3DX

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28 April 2021

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Time 2 Care is a domiciliary care agency. At the time of inspection there were approximately 48 people using the service.

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 protected from abuse by staff who had been safely recruited, trained and supervised in their roles. Staff undertook training in safeguarding and knew how to recognise abuse and the correct action to take.

Staff undertook assessments of risks to people. These were undertaken and mitigated as far as possible. People received their medicines in a safe way.

People were protected from infections by staff who wore the correct personal protective equipment. Staff were trained in infection prevention and control and took the extra precautions necessary in line with the current COVID-19 pandemic.

People felt safe in their homes and were treated with kindness by care staff. People told us they were happy with the care they received. They received a rota which included a photograph of the care worker to expect at each visit.

Staff enjoyed working for the agency and were motivated in their roles. They felt listened to and included in improving care for people. The agency had an open and transparent culture and learnt from mistakes. Staff described good morale in the team and felt supported and valued by the management team.

Regular checks and monitoring of the quality of service delivered were undertaken.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 18 March 2020) with one breach of Regulation 17 - Good governance.

The provider completed an action plan after the last inspection to show what they would do and by when to improve.

At this inspection we found improvements had been made and the provider was no longer in breach of the regulation.

Why we inspected

We carried out an announced inspection of this service on 28 April 2021.

The inspection was prompted by concerns raised by the provider regarding their current rating and the impact this was having on their business.

This report only covers our findings in relation to the Key Questions Safe and Well-led.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Time 2 Care on our website at www.cqc.org.uk.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

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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 undertaken by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes, flats and specialised housing.

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

This inspection was announced and we gave the agency two days' notice. 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 24 April 2021 and ended on 6 May 2021. We visited the office location on 28 April 2021.

What we did before the inspection

We reviewed the last inspection report and information we had received about the service since that date.

We sought feedback from the local authority and professionals who work with 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 this information to plan our inspection.

During the inspection

We reviewed a range of records, policies and practices relating to the management of the agency. We looked at three staff files in relation to recruitment, training and supervision. We spoke with a director of the service, the registered manager and deputy manager.

After the inspection

We contacted all the staff team to gain their views on how the agency is run. We contacted three health care professionals and spoke with three people and three relatives about their experiences of the agency.

We continued to seek clarification from the provider to validate evidence found.

The registered manager sent us records to clarify staff recruitment procedures and the latest quality survey results.

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 requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

At our last inspection we found improvements were needed in the way safeguarding concerns were managed. The provider sent us an action plan. At this inspection we found the agency had made improvements and there were no further concerns.

- People and relatives told us they felt safe with the staff who visited them in their homes. One person said, "I feel safe with all the girls". A relative said, "We feel safe with them (staff). I feel relaxed when they come."
- People knew who to expect at each care visit with a rota and photograph of the care worker. One person said, "I just look at the rogue's gallery."
- Staff displayed a good knowledge of safeguarding practice and had received up to date training. One care worker said, "If staff members are concerned about anything and report it, this is always acted upon quickly."
- All staff knew how to recognise safeguarding concerns and demonstrated the correct action to take if they were worried. Staff comments included, "I know the signs to look out for and what to do if I have any concerns" and "I know the procedures to follow when raising an issue as I have done this already."
- The agency's safeguarding policies and procedures were up to date and clearly defined the correct action to take and guidance to follow.

Staffing and recruitment

At our last inspection we found improvements were needed in the way staff were recruited. The provider sent us an action plan. At this inspection we found the agency had made improvements and there were no further concerns.

- People were supported by enough staff to keep them safe. They described staff as kind and caring.
- People received care and support from a regular team of care workers and at specific call visit times. This helped staff build up effective relationships with the care workers who visited them.
- People were supported by staff who had undergone a robust recruitment procedure. All the necessary pre-employment checks had been made before they began work. This ensured only those staff safe to work with people who may be vulnerable were employed.
- Any staff who had been identified as needing extra support at recruitment, received extra checks on their practice. These included working alongside senior staff for extended shadowing, having 'spot' checks carried out on their practice and receiving extra welfare or supervision support. This supported staff to develop and improve their practice. A staff member said, "Having never worked in the care sector before this

role, I have been well supported in providing the best care possible to all of our service users."

Assessing risk, safety monitoring and management

- People had their individual risk assessments identified and mitigated. Staff adhered to these and followed the plan of care, such as to avoid falls or to prevent skin damage.
- Complex risk assessments, such as those for moving and handling, gave clear guidance for staff on how to safely manage the equipment required. This was particularly necessary as the agency supported people who required the assistance of two staff. Both staff were aware of each other's roles and responsibilities whilst safely moving the person.

Using medicines safely

- People received their medicines safely by staff who had undertaken the necessary training. Staff who lacked confidence in giving out medications were supported with extra training and welfare checks to improve their confidence.
- Medication was continually monitored and audited by an electronic system which flagged up any issues. This meant that any discrepancies with medicines was actioned and resolved immediately. For example, when one care worker gave a medicine at the wrong time, action was taken immediately to contact the GP and take the appropriate action.

Preventing and controlling infection

- The provider had systems, procedures and policies in place that helped promote good standards of infection prevention and control (IPC).
- The agency followed the most recent legislation and changing guidance for IPC.
- Staff had enough personal protective equipment (PPE). They used it effectively and disposed of it safely. Staff practised a 'bare below elbow' approach to personal care delivery.
- At the start of the national pandemic, PPE was in short supply for domiciliary care services. One of the directors recognised this and formed a collaborative to acquire PPE, not only for their own agency, but for other agencies in the area. This ensured people and staff were kept safe from infections throughout the national pandemic due to enough stocks of PPE being available.

A relative said, "Staff always wear their PPE and keep stock in their cars".

- Staff had regular IPC training and updated guidance based on how to manage risks associated with COVID-19, including regular testing and provision of face visors for staff caring for any person who may be infected.

Learning lessons when things go wrong

- There were systems in place to identify when things had not gone quite so well. Lessons were learned, shared amongst the staff team and improvements were put in place to prevent further occurrences.
- The registered manager practised an open 'no blame' culture and that staff were encouraged to learn from mistakes and improve practice. Staff commented, "We all work together promoting good work practice" and "I never feel someone is trying to catch me out, but to help me become better at my job."

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 requires improvement.

At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

At our last inspection we found improvements were needed to ensure oversight and monitoring of the quality and safety of the service. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider sent us an action plan. At this inspection we found the agency had made enough improvements to meet the breach.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Since the last inspection there was a new registered manager in post. They had been registered with the Care Quality Commission in March 2021. They were also a director of the agency.
- There had been a review of the organisational structure and senior staff roles and responsibilities. There was a clear line of responsibility for staff and, in order to support them in their jobs, a deputy manager and four senior care workers had been appointed. The senior staff roles comprised of time in the office and in the community. A care worker said, "I think that staff feel much better supported in their jobs now that we have four senior carers and also by the present management."
- The registered manager felt the agency had now stabilised with the management changes and planned to develop individual responsibilities and champion roles further.
- The registered manager fully understood their regulatory responsibilities and, as a qualified nurse, ensured they kept up to date with their own practice by their professional regulator.
- The registered manager was clear about their expectations for staff to report mistakes, incidents and anything which could affect the quality of people's care.
- Audit and quality checks were regularly carried out to monitor the quality of care delivery.

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

- Staff were supported in a positive way and this had led to a staff team who felt listened to and valued. Regular staff meetings were held where staff were encouraged to discuss new ideas or changes in practice.
- All staff told us they felt comfortable going to the registered manager or senior staff to discuss issues. Staff comments included, "The management are very approachable ... You can be open and honest with them; in fact, this is encouraged" and "Management has been brilliant at listening and supporting us".
- All staff said they felt the new management had improved the staff morale. They enjoyed their work, were

motivated and were proud to work for Time 2 Care. Comments included, "I also think that as a company they are always looking for ways to improve the care given to our service users ... one of the best companies I have ever worked for", "Time 2 Care is a joy to work for" and "I am proud to work for Time 2 Care, I'm passionate about what I do ... making people's lives just that bit better is rewarding".

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- People, their relatives or representatives had a say in how the service was run. People's views were sought in a variety of ways including regular spot checks of staff's working practises, and an annual quality assurance survey.
- People were satisfied with the support they received from Time 2 Care. The most recent survey sent to people in June 2020, was aimed at how the agency was supporting them during the COVID-19 pandemic. The results had been analysed and any queries followed up. Comments included, "Time 2 Care are one of the best", "The carers are brilliant" and "You are all lovely."
- The registered manager completed observations of staff's care practice, to help ensure that all staff upheld the provider's values of providing good quality care that changed people's lives in a meaningful way.
- The registered manager worked effectively with others including the hospital discharge teams, health and social care professionals and other providers.
- Guidance and involvement from health professionals was promptly sought and systems were in place to check that these were effective in improving people's lives.

Continuous learning and improving care;

- The registered manager shared good practice with the staff team including accessing the latest guidance around COVID-19. Also, where learning could be had following an incident such as, a fall, to prevent others in a similar situation from falling.
- The registered manager fostered learning and encouraged staff to improve their skills. Staff comments included, "I love my job ... I have really grown in my job role and a lot of that is down to the training I have received", "Being better at my job helps my confidence grow and means I am better support to clients" and "It has been very positive and the encouragement from the team to do more training and go further".
- All staff felt regular supervision helped them and saw it as a chance to improve their practice. One staff member said, "We get spot checked which is also an amazing tool as you get constructive criticism if there was something you didn't do right."