

Triple Home Care Limited

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Inspection report

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Tel: 01480432496

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04 December 2020

07 December 2020

08 December 2020

09 December 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service effective?

Inspected but not rated

Summary of findings

Overall summary

About the service

Triple Home Care Ltd is a domiciliary (home care) care agency. It provides personal care to people living in their own houses and flats. 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.

At the time of our inspection there were 27 people receiving the regulated activity of personal care.

People's experience of using this service and what we found

People were supported to be safe by staff who demonstrated good infection prevention and control (IPC) practises. Staff wore personal protective equipment, used it safely, and disposed of it safely.

Checks were in place including for staff temperatures and wellbeing and also to help ensure staff put their IPC and hygiene training into practise. One person told us, "I feel so safe when staff put their protective masks, gloves and aprons on; I know it is for my safety." The provider's electronic care visit monitoring systems were useful in alerting them on staff's usage of PPE and if this was as expected.

Staff were supported in their role with effective training. This was for subjects appropriate to people's care needs including, medicines administration, moving and handling, safeguarding as well as specific health conditions. One relative said, "The staff have amazing skills. They really do know how to care for my [family member]. We have used other care companies and Triple Home Care are by far the best."

Due to restrictions imposed as a result of the pandemic, the registered manager used video technology to train staff in practical ways such as the use of PPE to increase staff competence. A staff member told us, "I have never worked in care before but the support has given me the skills and confidence I needed."

Rating at last inspection

The last rating for this service was Good, (published 20 September 2019).

Why we inspected

The inspection was prompted in response to concerns about IPC practises, staff training and support to staff. This was about specific concerns we had been made aware of which indicated a risk to people's safety. A decision was made for us to inspect and examine those risks. We wrote to the provider and asked for information around their systems and processes. This included policies and the care needs of people who used the service.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe and effective sections of this report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Triple Home Care Ltd 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?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service effective?

At our last inspection we rated this key question Good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Triple Home Care Ltd

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about infection prevention and control and, staff training and support, staffing level. We will assess all of the key questions at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by two inspectors 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. One inspector did not visit the site office but asked for information and various records.

Service and service type

Triple Home Care Ltd is a domiciliary (home care) care agency. It provides personal care to people living in their own houses and flats. Triple Home Care Ltd provides a service to older people, people who misuse drugs or alcohol, younger adults, older people, people living with dementia, people with a physical disability and people with sensory impairments or mental health needs. Not everyone using Triple Home Care Ltd receives the regulated activity of personal care. CQC only inspects the service being received by people provided with personal care, help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

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. We gave the provider 48 hours' notice. This was to ensure we only spoke with people and relatives who had mental capacity to understand our questions. We also needed to be sure the registered manager or nominated individual was in.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider

sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We looked at information we had requested from the provider prior to the inspection site visit and this information was used as part of the inspection plan.

During the inspection

We spoke with 14 people, 11 relatives of people who used the service and seven members of staff including the registered manager. We looked at staff training records, infection prevention and control processes, audits how staff were supported to safely wear protective equipment and clothing and, records relating to people's care needs. We also looked at records relating to infection prevention and control including audits, usage of PPE, staff training as well as three people's care plans around hygiene and personal care and moving and handling. A member of staff explained and showed us the provider's electronic care rostering and care visit monitoring system.

After the inspection

We asked for people's care and support records for clarification about the support people needed.

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. We have not changed the rating of this key question, as we have only looked at the part of the key questions we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about infection prevention and control (IPC). We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

- Staff put their IPC training into effective practise. This helped protect people and their relatives from the risk of infection.
- Staff knew how to put on and take off their personal protective equipment (PPE) and disposed of it safely. One person told us, "[Staff] always wash their hands after each task. They always wear their masks, gloves and aprons."
- The provider had sufficient stocks and supplies of PPE. Staff accessed this and used it as required to keep people as safe as practicable. A relative said they used the provider's electronic care monitoring system to confirm staff had used PPE at each care visit.
- The provider had an up-to-date infection prevention and control policy which included guidance for people or staff at an increased risk of infections. One staff member said, "We get all the PPE we need. When we go to the office, we get our temperature checked too and asked if we have any symptoms of COVID-19 or feel unwell."
- The registered manager told us they had enough capacity to safely meet people's needs if the COVID-19 situation changed or if staff needed to self-isolate.

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. We have not changed the rating of this key question, as we have only looked at the part of the key questions we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about training, support to staff and staff skills. We will assess all of the key question at the next comprehensive inspection of the service.

Staff support: induction, training, skills and experience

- People's needs were assessed, and staff were supported and in their role with appropriate training based on these needs.
- This support included observations of staff and on-line training. Staff also had practical training in people's homes, to help ensure staff skills were effective. One person told us that despite the complexity of their care needs, "all staff were fantastic, paid really good attention to detail, had relevant training and new staff were introduced and were shadowed by experienced staff".
- All of the relatives we spoke with were complimentary about staff skills and professionalism including for stoma and catheter care and, staff's positive communication skills for people living with dementia. One relative said, "[Staff] always try their best to interact with my [family member], always treat them as a human being."
- The registered manager had mentored supervisory staff to have specific skills to foster learning amongst the staff team. One staff member said, "It doesn't matter what the person's care needs are. We are always taught about them including diabetes care, moving and handling and the equipment we have to use."
- Spot checks and observations of staff were in place to help ensure they continued to provide people with care and support based on the provider's expectations about staff training and knowledge.