

GCM Care Limited

# Respectful Care

## 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

Respectful Care is a domiciliary care agency. It provides personal care to people living in their own homes in the community. At the time of our inspection there were 58 people receiving care and social support.

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 29 people were receiving personal care.

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

People received a service which was person centred and met their needs. People spoke highly of the service they or their family member received. People we spoke with felt involved in the service and relatives felt communication was good.

The provider had systems in place to safeguard people from the risk of abuse. Staff received training in safeguarding and knew what action to take if they suspected abuse.

The provider ensured staff wore personal protective equipment (PPE), and were mindful about infection prevention and control. All people we spoke with told us staff wore PPE and left their home clean and tidy. Accidents and incidents were recorded, and action taken to mitigate future incidents.

Risks associated with people's care were identified and managed in line with people's needs and preferences. People's medicines were managed safely. The provider ensured sufficient staff were available to support people in line with their assessed needs.

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

Staff received appropriate training to help them carry out the duties they were employed to perform. Staff felt supported by their managers. Staff felt valued and told us everyone was part of the team and as important as each other. Staff were recruited safely, and pre-employment checks were carried out.

We found people had been referred to appropriate professionals when required to ensure their needs were met.

Care plans were person centred and offered staff guidance about how to support people. Staff knew people well and assisted people to maintain their independence.

The provider had effective systems in place to monitor the quality of the service. This process helped identify

any concerns or areas for improvement and gave clear actions to rectify them in a timely 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

The last rating for the service at the previous premises was good (published on 7 August 2018).

#### Why we inspected

This was the first inspection of a newly registered service.

#### 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 

# Respectful Care

## 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.

#### 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 17 November 2021 and ended on 19 November 2021. We visited the office location on 17 November 2021.

#### What we did before inspection

We reviewed information we hold about the service. 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 used all of this information to plan our inspection.

#### During the inspection

We spoke with two people who used the service and five relatives about their experience of the care provided. We spoke with six members of staff including the registered manager, managing director, and care workers.

We reviewed a range of records. This included four people's care records and medication records. We looked at three staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

#### After the inspection

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

# Is the service safe?

## Our findings

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

This is 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.

Systems and processes to safeguard people from the risk of abuse

- The provider had a system in place to ensure people were protected from the risk of abuse.
- Staff told us they received training in safeguarding and knew what actions to take if they suspected abuse.
- People we spoke with felt safe when their care worker visited their property and delivered personal care.

Assessing risk, safety monitoring and management

- Risks associated with people's care had been identified and were managed safely.
- Environmental risks were also considered for each property staff visited. This ensured the safety of staff and people.

Staffing and recruitment

- The provider had a safe recruitment process which assisted them in recruiting appropriate staff.
- We looked at a selection of recruitment files and found the system had been followed effectively.

Using medicines safely

- People's medicines were managed safely to ensure they received their medicines as prescribed.
- People also had a medication administration record (MAR) in place. Staff recorded medicines they administered, and the management checked these for accuracy.
- People we spoke with felt they received their medicines in a safe way and told us care workers record what medicines they have offered.

Preventing and controlling infection

- We were assured that the provider was using PPE effectively and safely. Members of the management team carried out spot checks. Part of this was to check staff were wearing appropriate PPE and infection control practices.
- We were assured that the provider was accessing COVID-19 testing for staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

Learning lessons when things go wrong

- The registered manager ensured accidents and incidents were recorded and was keen to learn and improve practice as required.

# 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 is 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.

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

- People's needs were assessed, and care was delivered in line with standards, guidance and the law.
- Care plans and supporting documentation included information about people's choices and preferences. Staff knew people well and were passionate about delivering care in line with what people wanted.
- People we spoke with were complimentary about the care provided. One person said, "They [care workers] respect our home and know [my relative] extremely well."

Staff support: induction, training, skills and experience

- Staff received appropriate training and support to carry out their role and develop their skills and knowledge.
- Staff told us they were provided with a comprehensive induction when they commenced employment. This included shadowing experienced care workers until they felt comfortable to work alone. One staff member said, "I had a thorough induction programme before I could start doing the calls. I then shadowed experienced carers and was assigned a mentor who is very supportive and approachable."

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

- The provider supported some people to maintain a healthy and balanced diet. This was clearly documented within people's care records.
- Where this support was provided, staff respected people's choices and preferences while ensuring dietary requirements were maintained.
- Information regarding dietary requirements was available in people's care planning documentation.

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

- People received appropriate and timely care which met their needs and supported them to live healthier lives. For example, staff worked closely with healthcare professionals such as district nurses.
- People were referred to other professionals when required and after consultation with them and their relatives.

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.

- The registered manager and staff we spoke with knew their responsibilities in regards to MCA.
- People's care records included information about mental capacity. Where best interest decisions had been made these were documented and kept under review.

# 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 we spoke with were complimentary about the way staff supported them and said they were treated well and respected. One person said, "They [staff] are never in a rush to go, so I feel calm and able to chat with them." Another person said, "They [staff] are lovely people, they are spot on and they are all nice. They really do care, we have a good laugh, they do their job well and they cheer us up and that's all we can ask for."
- Staff explained how they respected people. One staff member said, "I always think if you are going into someone's home you need to be respectful and do things the way they want such as taking shoes off or using certain cups. I chat through what I am doing and explain, checking out with the person that they are alright and how they feel."

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

- We found people were supported to express their views and be involved in their care.
- Staff spoke passionately about how they support people to be involved in their care. One staff member said, "It's all about the person, not me and what I like, but about the person and delivering care that's appropriate for them all individually."

Respecting and promoting people's privacy, dignity and independence

- People felt their privacy was respected and their independence maintained.
- People and their relatives spoke highly of the provider and all the staff. One person relative said, "We have different carers, but they are all as lovely as each other, it doesn't matter who turns up. I have absolutely nothing to grumble about they are great. They treat [my relative] with respect."
- Staff we spoke with gave examples of how they respected people's privacy and dignity by explaining what they were doing and checking the person was comfortable and happy.

# 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.

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

- People's care was planned and delivered in a way which met their needs and respected their individual choices.
- People and their relatives told us they felt involved in their care and staff knew them well.
- Care plan documentation we reviewed was informative and gave the reader a good understanding of people's needs and preferences.
- The service offered a social hub for people which operated once a fortnight. The purpose of this was to develop and maintain relationships and help relieve social isolation.

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.

- Information was shared in ways people understood.
- People's communication needs were identified as part of the initial referral and assessment process and reflected in their care plans.

Improving care quality in response to complaints or concerns

- The provider had a complaints procedure and responded appropriately to concerns raised.
- Concerns were used to learn and develop the service.
- People and their relatives felt the provider listened to them and would act appropriately if they had any concerns. One person said, "The carers are very caring and helpful, and I don't have any concerns at all. I know any concerns I raised would be sorted appropriately. They [staff] all want to do their best." One relative raised some concerns with us as part of the inspection. We spoke with the registered manager who immediately took actions to resolve them.

End of life care and support

- Staff received training and support to enable them to support people and their families 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.

This is the first inspection for this newly registered service. This key question has been rated good. 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; 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 management team consisted of the registered manager, a deputy manager and team leaders. The team worked extremely well together, recognised each other's skills and abilities and understood their legal responsibilities.
- People and their relatives spoke highly of the management team and all staff. One relative said, "I have the office number and out of hours number in the file if ever I need to contact them. The office staff do spot checks to make sure everything is alright and that we are happy. It's nice they take time to do that."
- Staff felt valued and appreciated by the management team and were complimentary about the support they received. One staff member said, "We all work well as a team and solve problems together." Another staff member said, "I was assigned a mentor when I first started who was very supportive and approachable. I have also worked with the manager who is very nice and likes things done properly as we all do."

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

- The management team worked alongside staff to ensure people received person-centred care which supported them to achieve good outcomes.
- Staff were committed to providing a good quality service that met people's individual needs.
- We saw evidence of many compliments the service had received for their kindness and person-centred approach.

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

- The provider had systems in place to obtain people's feedback.
- Views and opinions about the service were welcomed from people, relatives, staff and other stakeholders.
- Feedback was used to develop the service.

Continuous learning and improving care

- The provider had systems in place to ensure the service operated in line with their standards, values, policies and procedures.
- Several audits took place to check the quality of the service. These included medication, care plans, finance and staff files. The management team also conducted spot checks to ensure care workers were

carrying out their tasks in accordance with people's needs and in line with the providers policies.

- Actions arising from audits were actioned in a timely way.

Working in partnership with others

- The management team could demonstrate they were working in partnership with others to meet people's needs.