

Partners In Care Yorkshire Ltd

# Partners In Care Yorkshire

## Inspection report

Unit 1  
Langley House Business Park, Wykeham  
Scarborough  
YO13 9QP

Date of inspection visit:  
24 November 2021

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10 January 2022

### Ratings

Overall rating for this service	Outstanding 
Is the service safe?	Good 
Is the service effective?	Good 
Is the service caring?	Outstanding 
Is the service responsive?	Outstanding 
Is the service well-led?	Outstanding 

# Summary of findings

## Overall summary

### About the service

Partners In Care Yorkshire is a domiciliary care service providing care and support to people with a range of support needs living in their own homes. There were 26 people being supported with personal care at the time of our inspection.

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

People received an extremely caring service from staff who were very motivated to deliver a highly compassionate, high-quality service. People were at the heart of the service, which was reflected by the management and resulted in positive outcomes. Care staff were very sensitive to people's needs and treated them with the upmost dignity and respect. Staff built positive, trusting relationships with the people they cared for and were also very sensitive to the needs of the whole family. Positive partnerships had been developed with other professionals which resulted in seamless transitions for people.

People had a comprehensive person-centred care plan with information about their needs and preferences. Staff were extremely responsive to changes in people's needs and adapted their support accordingly. People received support to access social and leisure opportunities and to pursue their hobbies. The provider had been proactive in matching people to staff with similar interests, which resulted in positive outcomes, including increased independence.

Staff provided compassionate end of life care. They built positive relationships with specialist services to access advice, practical support and keep up to date with best practice.

People, relatives, staff and professionals were all consistently complimentary of the registered manager and their commitment to running a quality service with people at its heart. Their values and work ethos, enabled staff to deliver an exceptionally caring and responsive service.

There were enough staff to provide a consistent, reliable service. People received care from staff who were well trained and knowledgeable. Staff assessed and mitigated risks to people's safety and wellbeing. People received their medicines as prescribed.

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. Staff sought people's consent and were very respectful of people's choices and wishes.

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

### Rating at last inspection

This service was registered with us on 25 April 2019 and this is the first inspection.

### Why we inspected

This was a planned inspection based on the service requiring a first 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 exceptionally caring.

Details are in our caring findings below.

Outstanding ☆

### Is the service responsive?

The service was exceptionally responsive.

Details are in our responsive findings below.

Outstanding ☆

### Is the service well-led?

The service was exceptionally well-led.

Details are in our well-led findings below.

Outstanding ☆

# Partners In Care Yorkshire

## 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

One inspector and one Expert by Experience conducted the inspection. 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 home.

The service had a manager registered with CQC. The registered manager was also the provider, along with two other directors. This means they 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 provider a short period of notice of the inspection. This was because we needed to be sure there would be staff available at the office to assist with the inspection and make arrangements for us to telephone people who used the service.

#### What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority. We used all of this information to plan our inspection. 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.

#### During the inspection

We visited the location's office and spoke with the registered manager, office manager, a director and one care worker. We spoke with a further four care staff via telephone. An Expert by Experience spoke with five people who used the service and four relatives.

We looked at records related to people's care and the management of the service. We viewed three people's care plans, daily notes and medicine records. We reviewed four staff recruitment and induction files, training and supervision information, and a range of records used to monitor the quality and safety of the service.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We received feedback from four professionals who have contact with the service.

# 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.

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- People and their relatives told us they felt very safe with the care staff that visited. One relative told us, "They [staff] keep [Name of person] safe."
- People received support to help them live safely at home. Risks to people's safety and wellbeing were assessed and regularly reviewed.
- Staff recorded any accidents and incidents. The registered manager reviewed these to identify any action required to prevent similar incidents occurring again. Lessons were learnt and communicated with the staff team.

Staffing and recruitment

- There were enough suitably skilled staff to meet people's needs.
- Appropriate recruitment checks were completed to ensure applicants were suitable to work with people who may be vulnerable.
- People received a very reliable and consistent service, usually from a regular group of care staff who knew them well. People told us, "Mostly it's the same group of carers that come" and "They always introduce new carers before they come."

Using medicines safely

- There were systems in place to make sure people received their medicines as prescribed.
- Staff received medication training and competency checks. The registered manager cascaded specialist medicines training when required to meet people's individual needs.
- People and their relatives were confident staff were able to manage their medicines well. One person told us, "They are good with my pills, there are never any problems."

Preventing and controlling infection

- Staff followed appropriate infection prevention and control procedures, in line with relevant national guidance.
- The provider had assessed risks to people and staff and taken appropriate steps to minimise the risks from COVID-19.
- People and relatives confirmed staff wore personal protective equipment (PPE), such as face masks, aprons and gloves. One person told us, "They [staff] always wear their PPE and are well trained."

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse. The provider had effective safeguarding systems in place to

help keep people safe and was proactive to identify any concerns.

- Staff were trained and knowledgeable about how to report any concerns.

# 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.

Staff support: induction, training, skills and experience

- Staff received a comprehensive induction and on-going support and training.
- Staff were very satisfied with the training and induction and told us, "We have our induction training, but we are also encouraged to do specific training. There has never been a barrier to any training, if you want it or feel you need more training, we can have it."
- Staff felt supported in their roles and a plan was in place to ensure regular supervisions were provided.
- People, relatives and external professionals spoke very positively about the skills of staff. One relative told us, "They are well trained and efficient. [Name of person] needs quite specialist care. Their knowledge and skills are specialist enough to care for them."

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.

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.

- Staff followed the principles of the MCA, and records were in place to evidence this.
- Staff sought people's consent before delivering support and respected people's decisions.
- The provider assessed people's capacity to consent to their care.

Supporting people to live healthier lives, access healthcare services and support; Staff providing consistent, effective, timely care with and across organisations

- Staff were happy to adapt to changes in people's needs and supported them to access any healthcare they needed. A relative told us, "They [staff] will work around what we need for example, they came earlier so we could go to a health appointment. They are very helpful."
- Staff worked proactively with health professionals and followed their guidance.
- There was good information about each person's health needs in their care plan.

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

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

- People's needs were assessed and regularly reviewed, so staff had information about how to support them effectively.
- The registered manager had a good understanding of best practice and promoted this in the delivery of care.
- Information about people's nutritional needs and preferences was recorded in their care plans, so staff had access to the information they needed to support people appropriately.

# 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 outstanding. This meant people were truly respected and valued as individuals; and empowered as partners in their care in an exceptional service.

Ensuring people are well treated and supported; equality and diversity

- People were treated with exceptional kindness and respect. Staff often went above and beyond people's expectations including providing practical and emotional support they needed. This included setting people up in new homes and supporting them to maintain their home, all of which was above their contracted responsibility.
- People, relatives and external professionals were unanimous in their praise of the service. One person told us, "Absolutely brilliant. Wonderful, wonderful, wonderful people. I'd give them 11/10 if I could." Another comment included, "They provide excellent care. They're brilliant. They're always on time, they always come, they've never let me down." A professional told us, "The service goes above and beyond for people."
- There was an extremely strong, person-centred culture. People received care from very caring, compassionate and highly motivated staff who were proud to work for the service. Staff demonstrated a real empathy for people they worked with and nothing was too much trouble, whether that be changing call times, or completing additional tasks.
- Staff were proactive and extremely focused on looking for ways in which they could help people. When one person had lost the physical ability to pursue their hobby of horse riding, a staff member undertook lessons in their own time, to enable them to support this person to pursue other equine pursuits.
- The consistency and reliability of the service meant staff were able to build positive, trusting relationships with people. Staff were particularly considerate to people's holistic needs. This included simple gestures, such as taking someone for a walk at the end of their call or buying someone flowers to replace ones that had died. These small changes had made a real difference to people.
- People were supported by a committed staff team. There were numerous examples of staff staying with people longer than expected or supporting through an unexpected situation. One person was supported for an extra two hours in a hospital environment. The staff member did not leave that person until they knew they were happy and safe. One person said, "They are all lovely staff, they are family now and we wouldn't change anything."

Respecting and promoting people's privacy, dignity and independence

- People received sensitive support to maintain their privacy, dignity and independence. Respect for privacy and dignity was at the heart of the service's culture and values and was embedded in the way staff delivered people's care.
- Staff recognised distress or discomfort at an early stage and took action to offer support. Examples included subtle actions such as baking someone's favourite food, which had a big impact on people and their health.

- Staff promoted people's independence very effectively to help them maintain their skills and well-being. This included matching people with staff that had similar interests and skills so they could continue to support them pursuing their own interests. This included being able to support a person to look after their own animals and horses, with the staff having their own knowledge and skills in this area to provide support.

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

- Staff were highly skilled at helping people to express their views and respecting their wishes, preferences and choices. We received consistently positive feedback that showed care staff were highly responsive to people's requests, and made sure people got the support they wanted. One person told us, "The managers and carers go out of their way to make sure I'm happy."
- The provider worked closely with people to recognise other sources of support available and to advocate their views about their care. This had resulted in exceptionally positive outcomes for people who were supported to make the changes they wanted to, including where they lived and who provided their care. One person was supported by the service to challenge other professionals in relation to where their care was commissioned from. Through the support from the service, this person was able to change where they lived and who commissioned their care.
- People were fully involved in decisions about their care, such as in their regular care review meetings and day to day decisions about the support they wanted. The provider responded promptly to feedback, suggestions and requests from people and staff.

## 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 outstanding. This meant services were tailored to meet the needs of individuals and delivered to ensure flexibility, choice and continuity of care.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences; 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 received an extremely responsive and personalised service. Person-centred care was at the heart of everything the service did. A professional told us, "This is a very responsive and very reactive service. They consider everything and are committed to people and work openly with people, to achieve positive outcomes."
- People's support was easily adapted and changed to meet their changing needs. This included staff being proactive and creative with ideas to maintain and increase one person's physical strength in preparation for surgery, which resulted in a positive outcome. The service responded to one person's living situation by quickly coordinating and providing items this person needed within a new home, when nothing had been provided. This quick response ensured this person had the best start in their new accommodation.
- People were supported in imaginative and creative ways to maintain relationships and interests to reduce social isolation. This included upskilling staff to enable them to support people in pursuing their interests.
- Respect for protected characteristics was embedded in the values of the service. Staff worked creatively to ensure people received the support they needed especially in relation to their health. There were numerous examples where staff quickly identified and responded to people's health concerns, responding with ways in which this could be more easily managed with professionals in the future.
- The service had a deep commitment to working with people and continually looked for creative ways to engage them and their family, even if this was difficult. This included being open and honest with people and working closely with other agencies. People were not let down by the service.
- Each person had a detailed care plan, with information about their individual needs and preferences. These were regularly reviewed so staff had access to up to date information about how to support people. People told us, "They fill in the care plan every day that they come" and "Any changes to [Name of person's] care plan would be discussed with us and the manager makes the changes we ask for."

End of life care and support

- People were supported by particularly skilled and supportive staff to record their wishes about care at the end of their life. A professional told us, "Over the last two years during COVID-19, Partners In Care Yorkshire, has gone over and above to support people at their end of life."
- The provider had built close relationships with specialist services, such as hospices, to access advice, training and practical support and to keep up to date with best practice. A professional told us, "The manager has passion for this palliative care and is keen for their whole staff team to access our specialist training."

- Staff's skills at supporting people at the end of life were recognised and praised by other visiting professionals. Staff attended specialist training in this area.

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

- There were systems in place to ensure any complaints were appropriately addressed and responded to.
- People and relatives told us they would feel confident raising any concerns. One person told us, "If I did have a problem or complaint I would contact the registered manager, they would sort it out straight away."

#### Meeting people's communication needs

From August 2016 onwards all organisations that provide adult social care are legally required to follow the Accessible Information Standard (AIS). The standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of people who use services. The standard applies to people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The provider assessed and recorded information about people's communication needs, in line with the AIS.
- Staff were aware of people's sensory and communication needs and responded accordingly.

## 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 outstanding. This meant service leadership was exceptional and distinctive. Leaders and the service culture they created drove and improved high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The registered manager promoted an extremely positive, compassionate, person-centred culture. This resulted in a high-quality service and excellent outcomes for people. Professionals told us, "The manager goes above and beyond and this shows in the service that is provided by their care staff."
- Staff felt the service leadership was exceptional. Experienced care staff told us they had not worked for an organisation as good as Partners In Care Yorkshire, comments included, "[Name of registered manager] is by far the best employer I have worked for. I have said that to them from the very beginning. They are so caring. They put people first. They care about the staff and they look after them."
- Staff were very well supported and had opportunities to make suggestions or raise concerns. Staff told us the management team were very approachable and responsive. Their comments included, "Accessibility to management and communication makes such a big difference here" and "Management ask our advice as well, they respect our knowledge and experience."
- Staff were very motivated and demonstrated a high level of commitment to the people they cared for, comments included, "We are the best care company in the area, by far." The registered manager consistently went above expectations to ensure people were put first. This included travelling a long distance to support one person to move house. This motivated the staff team to always put people first.
- People and relatives were extremely satisfied with the care provided and the service had received many compliments and positive feedback. One person told us, "They run the company very well, it isn't too large. They all support each other and work well as a team." Relatives told us, "The company is well run and we don't think there are any changes they could make to improve on what we have."
- The provider routinely sought people's feedback about their care as part of their quality assurance checks. One person told us, "We have had a questionnaire recently and they always do their best to accommodate our requests and suggestions."

Working in partnership with others

- The provider developed excellent relationships with health and social care professionals, which helped ensure people's holistic needs were met. All professionals gave consistent praise for the quality of the care provided and the knowledge and skills of the staff team. One professional told us, "People and commissioners receive excellent value for money from this service."
- The provider was proactive in working in partnership with others to build seamless experiences for people. This included working with other agencies when taking on new packages of care but also when people

moved on from their services. The registered manager went out of their way to ensure a seamless transition, including going above expectations to personally hand over a package of care in another country, to ensure a positive outcome for that person.

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

- The registered manager was very aware of requirements in relation to the duty of candour. People found the manager to be open and honest.
- The registered manager understood their regulatory responsibilities and submitted information to CQC as required.
- The provider had a quality assurance system in place and any actions identified resulted in an action plan with timescales for completion.
- There was a focus in the service of development and continuous improvement. New systems were being implemented to assist with quality monitoring and call monitoring.