

## All About You Care Services Limited

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### Inspection report

Unit 12, Sovereign Court  
Wyrefields, Poulton Industrial Estate  
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Tel: 01253899982

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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

All About You Care Services is a domiciliary care agency, providing personal care to people in their own homes. The service also provides support to people living in a supported living and extra care setting. The service is based on Poulton Industrial Estate and provides support to people with a range of needs including older people and people with physical and learning disabilities. At the time of our inspection visit the service supported 225 people.

All About You Care Services provides personal care and support to individuals within their own homes. CQC only inspects the service received by people provided with their personal care and help with tasks related to personal hygiene and eating.

The service provides care and support to five people living in a supported living setting so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and 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.

The service has been developed and designed in line with the principles and values that underpin Registering the Right Support and other best practice guidance. This ensures that people who use the service can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People using the service received planned and co-ordinated person-centred support that is appropriate and inclusive for them.

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

People's care and support had been planned in partnership with them. People felt consulted and listened to about how their care would be delivered. Care plans were organised and had identified the care and support people required.

People were positive about the service and said staff were kind and caring. People were treated with dignity and respect and were fully involved in their care planning and delivery. People's right to privacy was upheld.

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

The service applied the principles and values of Registering the Right Support and other best practice

guidance. These ensure that people who use the service can live as full a life as possible and achieve the best possible outcomes that include control, choice and independence.

The outcomes for people using the supported living setting reflected the principles and values of Registering the Right Support by promoting choice and control, independence and inclusion. People's support focused on them having as many opportunities as possible for them to gain new skills and become more independent.

The service was flexible and care packages were changed and adapted to meet people's changing needs and choices. There was good communication between the service and people they supported to ensure positive outcomes for people were achieved.

Staff had been recruited safely, appropriately trained and supported. People told us their visits were well managed and staff who visited them knew and met their care needs.

The service used a variety of methods to assess and monitor the quality of the service. These included regular audits and satisfaction surveys to seek people's views about the service provided.

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 this service was requires improvement (published 08 October 2018). 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 regulations.

#### Why we inspected

This was a planned inspection based on the previous rating.

#### Follow up:

The next scheduled inspection will be in keeping with the overall rating. We will continue to monitor information we receive from and about the service. We may inspect sooner if we receive concerning information about the service.

## 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 ●

# All About You Care Services 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 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.

### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

This service provides care and support to people living in a supported living setting, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

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

Inspection activity started on 10 July 2019 and ended on 11 July 2019. We visited the office location on 11 July 2019 to see the registered manager; and to review care records and policies and procedures. Prior to the inspection visit we spoke with 18 people who used the service and 10 relatives on 10 July 2019.

#### What we did before the inspection

Before our inspection we completed our planning tool and reviewed the information we held on the service. This included notifications we had received from the provider, about incidents that affect the health, safety and welfare of people supported by the service.

We checked to see if any information concerning the care and welfare of people supported by the service had been received. We also sought feedback from professionals who work with the agency.

As part of the inspection we used information the provider sent us in the Provider Information Returns. This is information we require providers to send us at least once annually to give some key information about the service, what the service does well and improvements they plan to make.

We used all of this information to plan our inspection.

#### During the inspection

We spoke with 18 people who used the service and ten relatives. We spoke with 14 members of staff including the provider, registered manager, area manager, training and recruitment manager and ten support workers. We also visited a supported living setting, observed care, staff interaction with the people they supported and spoke with two relatives, the house manager and two support workers.

We reviewed a range of records. These included the care records of five people, staff training records, arrangements for staff recruitment, supervision and appraisal, medication procedures and records relating to the management of the service.

# 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 remained the same.

This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and their human rights were respected and upheld. Effective safeguarding systems were in place and staff spoken with had a very good understanding of what to do to make sure people were protected from harm.
- People told us they received safe care and had no concerns about their safety.

Assessing risk, safety monitoring and management

- The service managed risk through effective procedures. Care plans confirmed a person-centred risk-taking culture was in place to ensure people were supported to take risks and promote their own self development.
- Each person had a risk assessment and risk was managed and addressed to ensure people were safe. These had been kept under review by the registered manager and updated where required to ensure staff had access to information to support people safely.
- Staff understood where people required support to reduce the risk of avoidable harm. One staff member said, "We have very good training around managing risk and keeping people safe. Our risk assessments are very thorough and cover everything to prevent avoidable harm." One person supported by the service said, "My carers are competent and well trained. I feel completely safe in their care."

Staffing and recruitment

- Suitable staffing arrangements were in place to meet the assessed needs of people in a person-centred and timely way. People told us staff were reliable and didn't let them down.
- Staff told us their visits were well managed and they were able to support people without feeling rushed or under pressure.
- Recruitment was safe and well managed. Relevant checks had been made before new staff had commenced their employment. One recently recruited staff member confirmed their recruitment had been thorough with checks undertaken to confirm their suitability to work with vulnerable people.

Using medicines safely

- Medicines were managed safely and people received their medicines when they should. Where people were supported, we saw medicines were managed in line with good practice guidance.
- People told us they were happy with the support they received with their medicines.

### Preventing and controlling infection

The service had effective infection control procedures. Staff had access to and used protective personal equipment such as disposable gloves and aprons. This meant staff and people they supported were protected from potential infection during the delivery of personal care.

- Staff received infection control training and regular audits were undertaken to ensure standards were maintained.

### Learning lessons when things go wrong

- Systems were in place to record and review accidents and incidents. We saw evidence any accidents and incidents were investigated and actions put in place to minimise future occurrences. Lessons learned were shared with staff to improve the service and reduce the risk of similar incidents.

# 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 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

- The services area managers completed assessments which were comprehensive to ensure people's needs could be met. Expected outcomes were identified, discussed and agreed. Following assessment, the service had provided a holistic approach towards providing person-centred care. Records were consistent and staff provided support that had been agreed during the assessment process. People confirmed this when we spoke with them.
- We saw evidence the provider was referencing current legislation, standards and evidence based on guidance to achieve effective outcomes. This supported the service to ensure people received effective, safe and appropriate care which met their needs and protected their rights.
- The services area managers regularly reviewed care and support and updated care plans where people's needs had changed. This ensured people received the level of care and support they required.

Staff support: induction, training, skills and experience

- Staff were competent, knowledgeable and carried out their roles effectively. Discussion with staff and observation of training records confirmed they received training that was relevant to their role and enhanced their skills. All new staff had received a thorough induction on their appointment to ensure they had the appropriate skills to support people with their care. People told us they felt staff were well trained. One person said, "The staff who visit me are well trained. They are very professional and I have every confidence in them."
- Staff told us they felt well supported and had access to management when they needed them. One staff member said, "I receive regular supervision and my work is appraised annually. The managers are very supportive and helpful. We have good out hours support and receive a rota each week informing us who is providing the support if we need them."

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

- People's nutritional needs were well managed where required. Care plans confirmed people's dietary needs had been assessed and support and guidance recorded. People told us they were happy with the arrangements in place to support them with their dietary needs.
- Staff confirmed they had received training in food safety and were aware of safe food handling practices. One staff member said, "We receive food hygiene training which is delivered very professionally. The training not only covers how to prepare people's meals safely but also makes you think about how diet affects a person's health. It was really interesting."

Staff working with other agencies to provide consistent, effective, timely care

- The service worked effectively with healthcare professionals to ensure people received a good standard of healthcare care. We saw the service worked closely with health care services including GPs, district nurses, speech and language therapists, physio and occupational therapists. This ensured people were supported by healthcare services in a timely manner.

Supporting people to live healthier lives, access healthcare services and support

- People's healthcare needs were carefully monitored and discussed with the person or family members as part of the care planning process. People were supported to maintain good health and accompanied to health appointments and access healthcare services when required. One person said, "If I am unwell they will arrange for me to see the doctor. They are very supportive."
- The service worked in partnership with other health care professionals such as GPs, occupational therapists, falls teams, physiotherapists, dieticians and specialist nurses. This ensured people supported by the service were cared for in a holistic manner and all their needs were taken care of.

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.

The service was not depriving people of their liberty, either under a Deprivation of Liberty Safeguards (DoLS) authorisation or under authorisation from the Court of Protection.

- Records contained evidence to demonstrate care planning was discussed and agreed with people and their representatives. Consent documentation was in place and signed by the person receiving care or their relatives who had legal status to provide consent on their behalf.

# 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 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 were supported by caring and respectful staff. People told us they had the same small group of carers who knew and understood their needs. Comments received included, "My carers are very kind and lovely towards me. They take time to talk to me about what is happening in the big wide world. They are very pleasant and I appreciate all they do." And, "My carers are polite, caring and helpful. They have made my life so much easier and I so look forward to their visits."
- Staff had a good understanding of protecting and respecting people's human rights. They talked with us about the importance of supporting people's different and diverse needs. Care records seen had documented people's preferences and information about their backgrounds.
- One person told us how they had been desperately ill and unable to turn over in bed. They said the excellent care they received encouraged them to get out into the community even on the bad days. The person said, "They were brilliant with me and my life is so much better thanks to the care and encouragement I received."
- The service had carefully considered people's human rights and support to maintain their individuality. Documents for future service users included information of protected characteristics as defined under the Equality Act 2010, such as their religion, disability, cultural background and sexual orientation. The registered manager told us they had systems to ensure people's human rights were upheld.

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

- The service supported people with decision making. Care records contained evidence the person who received care or a family member had been involved with and were at the centre of developing their care plans.
- People supported by the service or a family member had been encouraged to express their views about the care required. One person told us, "My carers speak to me all the time when providing my care, I'm not left out. I'm involved in my care reviews and feel they listen to me about the support I require. I feel in control which is important to me."
- Information was available about local advocacy contacts, should someone wish to utilise this service. An advocate is an independent person, who will support people in making decisions, in order to ensure these are made in their best interests. This ensured people's interests would be represented and they could access appropriate services outside of the service to act on their behalf.

Respecting and promoting people's privacy, dignity and independence

- People told us staff respected their privacy and dignity and consent was sought before staff carried out any support tasks. They told us they were always treated with respect and their human rights were respected.
- Staff described to us in detail how they supported people with personal care and ensured the curtains were closed and people remained covered up to support their dignity.

# 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 remained the same.

This meant people's needs were met through good organisation and delivery.

### 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.

- We saw people's communication needs had been assessed and where support was required this had been met. The registered manager had provided large print information for people with visual impairment and sought guidance and training from healthcare specialist's, so they could support people with their communication needs. During a visit to a supported living house we saw staff effectively using communication aids whilst supporting people.

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 were empowered to have as much control and independence as possible. Care records we saw highlighted the positive impact this service had on people and the support provided to enable them to pursue activities in the community. One person said, "This service has been a god send for me. I have struggled with mental health issues for years and the assistance they provide helps me so much. I no longer feel isolated as they support me to follow my interests and meet up with friends which I haven't done for years."

- During a visit to a supported living setting we found people were supported to undertake activities of their choice and maintain contact with family members. Each person had their weekly routine documented in their care plan which included recreational activities of their choice. Two people were attending a local garden centre which engaged the local community, primarily those with learning disabilities and mental health needs, so that they can benefit through healthy outdoor activities in gardening and horticulture. The relatives of one person told us they were very happy with the care and recreational support their relative received.

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

- There were processes in place to ensure all complaints would be dealt with appropriately. The registered manager told us they used issues, complaints or concerns as a positive experience and learning opportunity to improve the service.

- People told us they were happy with the service they received and had no reason to complain about anything. Everyone we spoke with said they were very confident if they ever had any concerns these would

be dealt with quickly and professionally.

#### End of life care and support

- People's end of life wishes had been recorded including their cultural and spiritual needs so staff were aware of these. Staff spoken with confirmed they had received palliative training to enable them to support people at end of life. We saw people had been supported to remain in their home where possible as they headed towards end of life. This allowed people to remain comfortable in their familiar, homely surroundings, supported by staff known to them. At the time of this inspection the service was not supporting anyone with end of life care.

# 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.

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

At our last inspection the provider had failed to display their performance assessment from the last Care Quality Commission (CQC) inspection report. This was a breach of regulation 20A of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 20A (Requirement as to display of performance assessments.)

During this inspection the performance assessment was on display and the provider was no longer in breach of regulation 20A.

- The registered manager and staff team were experienced, knowledgeable and familiar with the needs of the people they supported. People were very positive about the quality of service they received. One person said, "The managers and staff are very good. Very organised and well run service."
- Discussion with the staff confirmed they were clear about their role and between them and management provided a well run and consistent service.

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

- The service planned and delivered effective, safe and appropriate person-centred care. We saw all current and relevant legislation along with best practice guidelines had been followed. This was to ensure the diverse needs of everyone who used their service were met.
- The service's systems ensured people received person-centred care which met their needs and reflected their preferences.
- The service was well-organised and there was a clear staffing structure. People spoke positively about how the service was managed. One person said, "Really well managed service. They are good listeners and respond quickly when I contact them. I have nothing negative to say about the service."

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 legal obligations, including conditions of CQC registration and those

of other organisations. We found the service had clear lines of responsibility and accountability. People spoke positively about how the service was managed. They informed us the registered manager was visible and had a good understanding of their relatives needs and backgrounds.

- Policies and procedures provided guidance around the duty of candour responsibility if something was to go wrong.

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

- The service provided an open culture and encouraged people to provide their views about how the service was run. The service's area managers had sought the views of people they support through care plans reviews, staff assessment visits, telephone monitoring and surveys. People told us they felt consulted about the service they received and listened to. One person said, "I recently completed a survey and was very happy to provide my positive views of the service. I have been with them for eight years which speaks for itself."
- Staff told us they could contribute to the way the service was run through team meetings, supervisions and anonymous surveys. They told us they felt consulted and listened to.

Continuous learning and improving care

- The provider had systems in place to ensure the quality of service was regularly assessed and monitored. The service had a wide range of effective audits such as medication and care records. We saw evidence the service had acted upon any findings from the audits. This demonstrated improvements were made to continue to develop and provide a good service for people supported by the service.

Working in partnership with others

- People received safe and coordinated care. The service worked in partnership with other organisations to make sure they followed current practice, providing a quality service and the people in their care were safe. These included healthcare professionals such as GPs, district nurses and occupational therapists. This ensured a multi-disciplinary approach had been taken to support care provision for people in their care.