

Prevail Healthcare Ltd

Prevail Healthcare

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

Prevail Healthcare is a domiciliary care service providing personal care for people living in their own homes. At the time of our inspection there were 10 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 safe and protected from avoidable harm because staff knew how to identify and report any concerns relating to the risk of abuse. Risks to people's health, safety and well-being were assessed and measures developed to remove or reduce the risks. People were supported by staff who had been safely recruited.

People's medicines were managed safely. Staff received appropriate training and had their competency assessed to help ensure they were sufficiently skilled and knowledgeable to safely administer medicines. Staff had received training in infection control practices and personal protective equipment was provided for them. The management team took appropriate action following any incidents and learning was shared with staff.

Before care delivery started assessments were completed to make sure people's needs could be met by Prevail Healthcare staff team. Staff received training and support to enable them to carry out their roles effectively.

Staff and the management team knew people well and were able to promptly identify when people's needs changed, and they sought professional advice appropriately. 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; the policies and systems in the service supported this practice.

People and relatives praised the kind and caring nature of the staff team. People received consistent care from a small team of staff. People knew about their care plans and could decide what care and support they needed. People told us they would be confident to raise any concerns with the management team. Everyone we spoke with during this inspection was satisfied with the care and support they received.

The management team was committed to providing a high standard of care to the people they supported as well as the staff team and understood their responsibilities under the Duty of Candour. People, their relatives and staff members spoke highly of the management team and said they were always available and supportive.

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

Rating at last inspection

This service was registered with us on 25 August 2020 and this is the first inspection.

Why we inspected

This is the first inspection since the service registered with the CQC on 25 August 2020.

This was an 'inspection using remote technology'. This means we did not visit the office location and instead used technology such as electronic file sharing to gather information, and phone calls to engage with people using the service as part of this performance review and assessment.

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 ●

Prevail Healthcare

Detailed findings

Background to this inspection

The inspection

We carried out this performance review and assessment under Section 46 of the Health and Social Care Act 2008 (the Act). We checked whether the provider was meeting the legal requirements of the regulations associated with the Act and looked at the quality of the service to provide a rating.

Unlike our standard approach to assessing performance, we did not physically visit the office of the location. This is a new approach we have introduced to reviewing and assessing performance of some care at home providers. Instead of visiting the office location we use technology such as electronic file sharing and video or phone calls to engage with people using the service and staff.

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 houses and flats.

The service had a manager registered with the Care Quality Commission. This means 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 unannounced.

Inspection activity started on 16 February 2022 and ended on 28 February 2022.

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 (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make.

We used all this information to plan our inspection.

During this Inspection

We received feedback from three people who used the service and three relatives about their experience of the care provided. We received feedback from three care staff, and we had a video call with the registered manager on 28 February 2022. We reviewed a range of records relating to the management of the service, including training records, evidence of monitoring care practice and medication competencies and overall governance.

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 of 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 effective systems to help protect people from the risk of harm or abuse. The registered manager understood their responsibilities to safeguard people from abuse. Staff received training and were clear about how they would report any concerns both internally to the provider and externally to the safeguarding authorities. One staff member said, "I have always been listened to and taken seriously if I brought up any concern within a placement and appropriate action was taken."
- People and their relatives told us staff provided safe care for people. One relative said, "We have a regular team of care workers and have met others who would be able to cover as and when needed. We have had no concerns with any care worker and my [relative] feels happy and safe with them."

Assessing risk, safety monitoring and management

- Risks to people's health, safety and well-being were assessed and a care package was developed to remove or reduce the risks. Risk assessments enabled people to stay as independent as possible in their own homes within the confines of their health needs. For example, a person had significant reduced mobility after a stay in hospital. The registered manager had developed step by step instructions for staff to follow when supporting the person to transfer from bed to chair. This helped to ensure the person was treated with dignity during each movement, and their independence was promoted.
- One relative told us, "They (staff) also ensure [person] is safe at all times, encouraging them to wear slippers that fit and to use their frame to mobilise and of course reposition their oxygen tubing overnight as needed."
- Relatives told us they were confident staff managed any accidents or incidents well and provided safe care. One relative shared their experiences with us and said, "They (staff) appear skilled and knowledgeable and have adapted those skills to provide [person] with their personalised routine and to their particular needs."

Staffing and recruitment

- Relatives and staff told us they thought there were enough staff available to meet people's care needs calls and all feedback indicated staff provided people's care within agreed timeframes.
- The registered manager operated robust recruitment procedures; appropriate checks were undertaken to help ensure staff were suitable to work at the service. Criminal record checks and satisfactory references had been obtained for all staff before they worked with people independently.
- The service supported people in some remote and difficult to access areas. The registered manager gave credit to some staff who had acted above and beyond to support people in remote areas, sometimes at short notice.

Using medicines safely

- Staff received training to support them to administer people's medicines safely. The registered manager undertook competency assessments once staff had completed their training to help ensure safe practice.
- The registered manager helped to ensure continued compliance with medication administration by undertaking regular assessments and monitoring of staff practice.

Preventing and controlling infection

- People were protected from the risk of infection because staff had been trained in infection control and followed the current national infection prevention and control guidance. People we spoke with said staff wore face masks, aprons and gloves during each care visit. One relative told us, "They (staff) provide quality, safe care ensuring they wear PPE when assisting [my relative] with any personal care need." The relative went on to tell us how staff removed their face masks only when speaking with their relative to aid communication due to hearing difficulties.
- Staff told us they were supplied with personal protective equipment (PPE) to help prevent the spread of infections and were clear on their responsibilities with regards to infection prevention and control. A staff member told us, "Adequate training was given to us in order to cushion the effect of the pandemic and they (provider) provided enough PPE to us in the course of our care duties."

Learning lessons when things go wrong

- The registered manager took appropriate actions in response to any concerns and learning was shared with staff. No accidents or incidents had occurred since the service began but we were assured the registered manager would take quick and effective action.

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 before they started to use the service. Assessments included people's support needs and their individual preferences. These assessments formed the basis of people's care plans and risk assessments.
- People's relatives praised the staff team for the effective care and support they delivered, often at quite short notice. One relative had commented, "We contacted Prevail agency as we were desperate for help with our [elderly relative] with dementia. On first contact with the agency, on the phone, [registered manager] was very receptive and empathetic to the predicament we as a family found ourselves in. The registered manager immediately initiated a care package for our [relative] to commence the following day."

Staff support: induction, training, skills and experience

- Staff received training in areas including safeguarding, moving and handling, advanced dementia, fire safety and the Mental Capacity Act. Staff had a good understanding of these topics and one staff member told us, "The training is very good and the trainer they employ is great and makes training interesting and fun."
- Staff received supervision and competency observations to help ensure they had the knowledge to perform their job roles. Staff told us they enjoyed good support. One staff member said, "There is always without fail someone to answer your call/message if you need to contact them."
- Inductions for new staff included working shadow shifts prior to the staff member working with the person independently. The registered manager said the amount of shadow shifts depended on the skills and confidence of the staff member.
- People and their relatives praised the staff team for their skills, knowledge and compassion.

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

- People and their relatives said where people needed assistance to eat, staff supported them in a safe and effective manner.
- People's dietary needs and requirements were identified in their care plans and staff had a good understanding how to support people with these.

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

- Prevail Healthcare worked well with external professionals for the benefit of people who used the service. These included social workers, GPs and district nurses.
- Information was shared with other agencies if people needed to access other services such as hospitals.

The registered manager told us they changed the times people received their support so they could support them to health appointments if this was the person's choice.

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.

- People and relatives told us staff always asked for consent when supporting them. People had been asked for their consent to be supported in line with their individual care plans and risk assessments.
- Staff received training in the Mental Capacity Act and had a good understanding of how to put this in to practice.

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

- Staff had a good understanding of the people they supported. Staff took time to get to know people's individual likes and dislikes, their pasts and interests and incorporated these into their care. A relative told us, "They are very caring and easy to get along with. They care for [person] like we do. Today, when [staff member] arrived they gave [person] such a warm hug, it is so natural and just what [person] needs. They (staff) are hands on, they listen to [person], and have the time for them."
- People and their relatives praised the staff team for the care and support they provided. A relative complimented a staff member whilst paying their final invoice. They had written, "I would also like to take the opportunity to thank you for looking after my relative. [staff member] has been an excellent carer and great friend to my [relative]. We would have no hesitation to recommend your company to friends and family."
- A staff member told us, "Any day I go out to work, the aim is not only to earn my living but also to impact on people's lives positively. I do this from the depth of my heart."

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

- People's care plans showed they were consulted about changes to their care and these were documented. Regular reviews of people's support involving people, their relatives and other professionals took place.
- People and their relatives told us they were always involved in any decisions about their care.

Respecting and promoting people's privacy, dignity and independence

- People and their relatives confirmed staff promoted people's privacy, dignity and independence. One family had commented, "The three care workers that come into our [relative] every day are of a very high standard, all kind, caring girls who go out of their way to provide excellent care and demonstrate great understanding of caring for an elderly person with advanced dementia. We have regular contact with the Prevail Healthcare office and they always inform us of any relevant changes to staff etc."

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 received care to meet their individual needs and preferences.
- People's care was adapted to meet their changing needs. For example, when a person began to regain some of their mobility the support was amended to help maximise independence.
- Care plans were detailed with regards to people's preferences, likes and dislikes. This meant staff had the information available to help ensure people received consistent care to meet their individual needs.

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.

- The registered manager told us they had not had the need to make information available in different formats yet but said they would do so should the need arise.

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

- Staff supported people to maintain contact with their friends and families.

Improving care quality in response to complaints or concerns

- The provider had a complaints and compliments policy. People and their relatives told us they had a copy of the policy in their homes to access if needed. A staff member told us, "Prevail has at heart, the interests of both the agency, their clients and their staff and other workers. They respond to any concerns raised with utmost priority and manage things carefully in a professional way."

End of life care and support

- The staff team supported people at the end of their life according to their wishes and preferences. People were supported to stay in their own home if they chose to do so. Staff had received training in this area as part of the Care Certificate, however the registered manager was in the process of sourcing additional training to help ensure the staff team were fully prepared, and able, to have the best death possible.

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.

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

- The registered manager had a good understanding of their responsibilities towards the people they supported. People and relatives told us they found the registered manager to be warm and professional.
- A staff member told us, "Above all the management make me feel like a valued member of staff and they appreciate me and in return I appreciate them very much and hope to continue working for them for a long time." Another staff member said, "I will recommend Prevail to care workers any time, any day because this is one agency you will work with and have peace of mind due to their level of professionalism in the healthcare sector." A relative told us, "Everyone at Prevail seems to be friendly and upfront, calling if any issues arise."

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

- The registered manager had a clear understanding about the duty of candour and told us they encouraged staff to be open and honest in their feedback.
- The management team and staff understood their roles and respected the impact their roles had for people.

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

- Staff feedback was sought via satisfaction surveys and face to face meetings with the management team. Staff were positive about working for Prevail Healthcare. One staff member said, "I would like to say since starting to work for Prevail over a year ago now, I have been extremely pleased with the way they treat both staff and clients."
- Regular feedback about the quality of the service provided was gathered from people and their relatives. The satisfaction scores were high and written feedback included; some has been used in this report.

Continuous learning and improving care

- Learning was taken from incidents to improve people's experience of care.

Working in partnership with others

- The registered manager often worked with other professionals to achieve good outcomes for people. For

example, social working teams, community nurses, GPs and dentists.