

Starlight Support Services Ltd

Starlight Support Services

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?	Requires Improvement ●

Summary of findings

Overall summary

About the service

Starlight Support Services is a community based care provider that provides personal care to people living in their own homes and supported living settings. At the time of inspection three people were receiving a service and were in receipt of the regulated activity of personal care.

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

The provider's oversight of the service had not identified some areas for improvement we identified during the inspection, however, these were actioned immediately following the inspection.

Staff had received training in safeguarding and knew the actions to take to keep people safe. There were recruitment processes in place and recruitment checks were carried out before staff were appointed. People's medicines were managed safely. Staff followed infection control guidance and had access to personal protective equipment.

Staff received induction training and people were supported by staff who had the skills and knowledge to support them safely.

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 were supported by kind and caring staff who respected their dignity and respect and promoted their independence.

People's care and support was planned in partnership with them and risk assessments were regularly updated.

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 07 December 2021 and this is the first inspection.

Why we inspected

This is a newly registered service and we needed to inspect and rate the service. The inspection was

prompted in part due to concerns received about the standard of care people received. We found no evidence during this inspection that people were at risk of harm from this concern.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 not always well-led.

Details are in our well-Led findings below.

Requires Improvement ●

Starlight Support Services

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 Health and Social Care Act 2008.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

This service provides care and support to people living in 'supported living' settings, 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.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. 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.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 24 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.

What we did before inspection

We sought feedback from the local authority and professionals who work with the service. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and

improvements they plan to make.

During the inspection

We spoke with one person who used the service and two relatives about their experience of the care provided. We spoke with five members of staff including the registered manager, the office manager and care staff.

We reviewed a range of records. This included two 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.

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

- People felt safe at Starlight Support Services. One person told us, " I feel grateful I am in their hands."
- A relative told us, "Care support is incredible. Very secure, safe."
- Staff knew how to recognise potential abuse and protect people from it. Staff had received training in how to keep people safe and described the actions they would take where people were at risk of harm.

Assessing risk, safety monitoring and management

- Risk assessment documentation was in place which showed the actions taken to manage and reduce risks to people. The quality of the information contained in the risk assessments varied. Some were very detailed and explained clearly how to support the person's needs whilst others did not contain enough detail. For example, we saw a nutrition care plan which did not contain enough detail to guide staff on how to prepare this person's foods. The person did have capacity and was able to tell staff, however, it is important that all risk assessments are detailed in order to give guidance to any new or agency staff that may support the person. This was updated following the inspection.

Staffing and recruitment

- There were recruitment processes in place and recruitment checks were carried out before staff were appointed. The provider had carried out reference and Disclosure and Barring Service (DBS) checks, Disclosure and Barring Service (DBS) checks provide information including details about convictions and cautions held on the Police National Computer. The provider had not consistently recorded staff's previous work history in their files. The provider submitted this information following the inspection site visit.
- People were supported by a regular team of support workers. This enabled people to feel safe and build trusting relationships.

Using medicines safely

- Peoples' medicines were managed safely. Medicines administration records we observed showed people received their medicines as prescribed.
- Staff received training and regular competency checks to ensure they were administering medicines safely.

Preventing and controlling infection

- The provider had infection control policies and procedures in place and staff had received training in how to prevent and control infection. Staff told us there was plenty of personal protective equipment (PPE) available to them. A staff member told us, "We wear aprons, gloves, masks, to protect ourselves and people using the service."

- Staff carried out regular COVID-19 tests to help prevent the spread of infection.

Learning lessons when things go wrong

- The provider had a system in place to analyse accidents or incidents to see what had gone wrong and how they could improve.

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

- The provider carried out an initial assessment so they could be sure they could support people safely and how they wanted. One relative told us, "[Name of person] was properly assessed and a full health care plan put in place. They [Starlight] adapted the home for [name of person]. Occupational therapists, physios and social workers were involved."
- People's current needs were regularly assessed to ensure they continued to receive the correct level of support.

Staff support: induction, training, skills and experience

- Staff received induction training to give them the skills and knowledge to support people safely.
- Staff had completed training in line with the Care Certificate. The Care Certificate is the nationally recognised benchmark set as the induction standard for staff working in care settings.
- Staff received on-going training to meet people's specialised needs.

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

- People were supported to eat a healthy balanced diet and where people had specific dietary requirements, staff were aware of their needs.
- People were supported to shop and cook for themselves to develop their independence.

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

- The provider worked with other agencies and health professionals in order to meet people's specific needs.

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 MCA 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.

- Staff had received training in the MCA and understood the importance of involving people in decisions about their care.
- Staff understood the importance of gaining consent before supporting people with their care and we saw evidence of this when staff interacted with people using the service.

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 were supported by kind and caring staff. One person told us, "They [the provider] put the client at the centre of their care and don't do it to tick a box. They [the provider] treat us like people. They [the provider] just deserve more praise for the excellence of their values and how much they do behind the scenes."

- A relative told us, "Starlight are absolutely incredible. I don't know what I would have done without them."

- We observed some really nice interaction between staff and people using the service and it was evident staff had built a good relationship with people and had taken the time to get to know them well.

- People's equality and diversity were respected and their likes and dislikes and goals they would like to achieve were clearly recorded in their care plans.

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

- The registered manager kept in regular contact with people using the service to enable people to express their views on the support they received.

- People were involved in care planning and their views and wishes respected.

Respecting and promoting people's privacy, dignity and independence

- People were supported to maintain their independence and staff supported people to take part in activities they enjoyed in order to live as full a life as possible. For example, one person enjoyed outings to the pub.

- A relative told us, "They [Starlight] have enabled [name of person] to be the best person they can be."

- Staff respected people's privacy and dignity. One staff member told us, "Always knock the door before entering. Close the door. Put towel on to cover [name of person]. Give [name of person] privacy to shower."

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

- Care plans and risk assessments were in place to show the support people needed and these were reviewed regularly. Care plans were person centred and detailed people's cultural needs. They contained information about people's individual support needs and what outcomes they would like to achieve.

Meeting people's communication needs

Since 2016 all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard. The Accessible Information Standard tells organisations what they have to do to help ensure people with a disability or sensory loss, and in some circumstances, their carers, get information in a way they can understand it. It also says that people should get the support they need in relation to communication.

- The provider was aware of the Accessible Information Standard and told us how they supported people with their individual communication needs, for example, producing some documentation in easy read format.
- People's care plans documented how people preferred to be communicated with.
- One staff member explained how the management team had taken the time to ensure they understood the best way to communicate with individual service users.

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 supported to take part in social activities. Activities were tailored to meet people's individual likes and interests. For example, one person was supported to take part in bowling and trampolining and was also being supported to gain a college placement.

Improving care quality in response to complaints or concerns

- The provider had a complaints policy in place. There had been one formal complaint which the provider had responded to professionally, giving reassurance and offering to stay in touch.

End of life care and support

- There was no-one receiving end of life support at the time of inspection.

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 requires improvement. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

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

- The provider's oversight of the service had not identified where some risk assessment documentation required more detailed information to guide staff on how to safely support people's needs.
- The provider's oversight of the service had not identified where gaps in work history in staff files had not been fully recorded on staff files.
- We found one incident during the inspection which had been raised appropriately with the local authority and police but the provider had not sent in a statutory notification to CQC as required. This was sent in retrospectively following the inspection.
- The provider had implemented a new electronic system which will enable them to follow up on any changes or concerns in a timely manner. They are currently in the process of updating this system and moving paper records across.
- The provider carried out competency checks to ensure staff worked in line with best practice.
- The registered manager visited the locations regularly to have oversight of the service. We observed good communication between the registered manager and one of the people using the service and it was clear the registered manager knew this person well and had a good relationship with them.

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

- People spoke positively about the provider. One person told us, "I can't give enough praise to Starlight. Starlight is the complete opposite to care I have received before. A good way in how sound care should be run from professionalism to everyday life."
- Relatives also spoke well of the service. One relative said, "The set up as a service is incredible, what they do, what they have done. The safety is there, allocation of support workers, the training, the quality of the support workers and the manager. It's absolutely outstanding."
- Staff told us they enjoyed working for the service. They felt supported by the provider and comfortable to speak with them. One staff member told us, "I am happy working for Starlight. To me they are like a family, very caring, the way they lead, willing to improve someone who works for them. I like the spirit that I see in them. The management are good, give credit where it is due."

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 provider understood the duty of candour and the need to be open and transparent when things go

wrong. They were keen to learn and improve.

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

- The registered manager visited people using the service and staff regularly to seek their views of the care being provided.

Continuous learning and improving care

- Management and care staff received continuous training to ensure their learning, skills and knowledge were current to be able to support people.

Working in partnership with others

- The service worked in partnership with social workers, health professionals and relatives to ensure the service people received was person centred.