

Vista Care Services Ltd

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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

Vista Care Services Ltd provides personal care and support to people who require assistance in their own home, in particular individuals with complex mental health needs. At the time of our inspection two people were being supported by the service. 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

We received positive feedback about the service. A healthcare professional said, "Vista go over and above most care providers, nothing is too much trouble."

Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare. People were cared for and supported by staff who had received the appropriate training. There were systems in place to minimise the risk of infection and to learn lessons from accidents and incidents. There were safe medicine procedures for staff to follow. The provider demonstrated safe recruitment practices. They carried out checks on the suitability of staff before they started work.

Before people started to use the service, their individual needs and preferences were discussed and recorded for staff to follow. Staff had received training to reflect people's needs and their responsibilities. People had support to prepare their meals and drinks where they needed this.

Staff and the registered manager worked effectively with community health and social care professionals to ensure people's needs were met.

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 complimentary about the care and support they received from staff. People's written feedback rated them outstanding. The registered manager took time to match staff with the people they supported in order to build a good relationship.

There were systems in place to monitor the quality of the service and recognise when improvements were required. People and staff were asked to give feedback about the service. People and their relatives knew how to raise issues or complaints and found the registered manager responsive, approachable and experienced.

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

Why we inspected

This service was registered with us on 17 December 2020 and this is the first inspection.

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?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-Led findings below.

Vista Care Services Ltd

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

One inspector undertook this inspection.

Service and service type

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

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.

Inspection activity started on 24 May 2022 and ended on 25 May 2022. We visited the location's office on 24 May 2022.

What we did before the inspection

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 reviewed information we had received about the service since it registered with us. We used all of this information to plan our inspection.

During the inspection

During the site visit we spoke with the registered manager.

We reviewed a range of records. This included two people's care 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 were also reviewed.

After the inspection

We continued to seek clarification from the service to validate evidence found. We looked at training data, quality assurance records, policies and procedures. We also contacted and received feedback from a member of staff. We were unsuccessful in contacting and receiving verbal feedback from people who received care. We did, however, have access to people's and healthcare professionals survey submissions.

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to ensure people were safeguarded from the risk of abuse.
- Staff had received training in safeguarding people and knew how to report concerns. They told us they felt confident to raise concerns about poor standards of care.
- The service was aware of their responsibility to report safeguarding concerns to the local authority and CQC. At the time of the inspection no safeguarding concerns had been raised.
- A recent survey response from people showed they felt safe. The responses to questions of feeling safe and protection from harassment, harm and bullying had been scored outstanding.

Assessing risk, safety monitoring and management

- Risks to people were identified and individual risk assessments were in place for people which included personal care. Risk assessments outlined measures to help reduce the likelihood of people being harmed and care plans contained guidance for staff to follow to keep people safe.
- Environmental and COVID-19 related risk assessments were also in place for people.
- Care staff were trained to support people safely, for example they received training in moving and handling, first aid and fire safety.
- Written feedback to the provider from healthcare professionals included; "Vista Care have engaged appropriately [with Forensic Outreach Liaison Service] and evidenced a good knowledge and risk awareness of the individual" and "Vista Care looked at all the assessments and risk history before making an informed decision about meeting the person's needs."
- The registered manager explained that as the service provided care to a small number of people, they did not yet have an electronic system in place for monitoring timekeeping. Instead, care workers completed timesheets and we saw documented evidence of this.

Staffing and recruitment

- Recruitment and selection processes had been carried out to ensure suitable staff were employed to care for people. A range of checks were completed. These included obtaining references and undertaking a criminal record check to find out whether a prospective employee had been barred from providing a regulated activity such as personal care to adults.
- There were enough care staff to ensure that people received consistent care at a time that suited them. Feedback indicated people thought there was enough staff to ensure they did not feel rushed.

Using medicines safely

- Systems were in place to ensure people received their medicines safely and in a way which met their

needs.

- Information about the support people needed with their medicines, was detailed in their care plan. This included whether any medicines were time specific and what to do if a person repeatedly declined to take their medicines.
- Staff had received training in the safe administration of medicines and their competency had been assessed. Both the training and competency assessments were completed before the staff member supported people with their medicines.

Preventing and controlling infection

- The service had an infection prevention and control and COVID-19 policy in place. The service ensured an adequate supply of personal protective equipment (PPE) was available to staff. This was confirmed by care staff.
- Care staff completed infection control training and had up to date guidance to follow. Induction, training and spot checks on care workers helped to ensure they were following procedures correctly.
- Feedback indicated staff wore PPE and no issues were raised in respect of this.
- Staff we spoke with told us information was shared with them so that they were kept informed of COVID-19 changes.

Learning lessons when things go wrong.

- The registered manager had regular meetings with staff to discuss any issues and to keep them up to date. Since the service had been running the registered manager told us they had not had any significant incidents or accidents.

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

- Prior to starting using the service people's needs and choices were assessed to ensure the provider could provide the care and support they wanted. One healthcare professional's written feedback said, "The referral process was really straight forward, it was actioned straight away."
- Assessments were thorough and looked at people's physical and mental well being as communication needs, social circumstances, dietary requirements, mobility/independence and their personal preferences. The assessments focused on people's desired outcomes, and aimed to overcome barriers presented.
- We checked two care plans and each contained an assessment of the person's care and support needs.
- The service considered protected characteristics under the Equality Act. For example, they asked people about any religious or cultural needs they had so they could plan for those needs to be addressed. Staff were aware of equality and diversity issues.

Staff support: induction, training, skills and experience

- All staff received regular training to ensure their knowledge and skills remained current. One member of staff said, "There are always training opportunities."
- Staff were supported with a full induction when they first started working at the service.
- Staff supervision records showed staff had regular meetings with the registered manager in the form of supervision to support them in their role. The registered manager observed staff practice to ensure they were working in line with people's support needs.

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

- At the time of this inspection, the service did not support people with their meals. People's support plans contained information about their dietary needs and preferences.

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

- Care staff were not directly involved in people's healthcare needs. However, care plans showed healthcare formed part of their initial assessments, which were taken into consideration before support started.
- The service monitored people's on-going health conditions and sought assistance for them as required.

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, whether appropriate legal authorisations were in place when needed to deprive a person of their liberty, and whether any conditions relating to those authorisations were being met.

- People's mental capacity had been considered in line with guidance for relevant decision-making processes. Staff had completed training in relation to the MCA.
- Care plans involved people and recorded where their consent had been discussed with them.
- A professional's written feedback said, "I have observed staff support individuals in public places in the community where they ensured the service user is supported in the least restrictive way."

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's survey feedback for the question of, 'Staff treat me with dignity and respect. They have time to develop trusting relationships with me and are concerned for my wellbeing' had been scored as outstanding.
- The registered manager recognised the importance of building a trusting relationship between people using the service and staff. They told us how they took particular care and attention to match their personalities.
- 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

- At regular intervals the registered manager asked people for feedback on the service they were receiving and addressed any changes that needed to be made.
- The registered manager told us they had also a survey for people, relatives and healthcare professionals to complete to get their feedback.

Respecting and promoting people's privacy, dignity and independence

- Staff took account of the need to preserve people's independence as much as possible. One person's survey response to the question, 'I am fully involved in decisions about my current and future care' was, outstanding.
- People's support plans included guidance to promote and support their independence.
- People's confidentiality was respected and all personal information was securely stored. We observed in the office that computers were password protected to ensure only those authorised to do so could access them.

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 personalised care and support that met their needs. Staff understood people's individual needs and wishes on how they wanted to be supported.
- Staff supported people in line with their care plan in ways that met their needs and reflected their preferences. Care plans were individual to people and contained information about their preferences. Staff had the information they needed to support people according to their needs and understood their wishes.
- Care records included people's life histories, important relationships, their likes and dislikes. Care plans focussed on promoting people's independence and supporting them to achieve their goals as well as how they preferred their care and support to be given.
- Records showed care plans were periodically reviewed and reflected any changes in a person's care needs.
- People's care plans had information about their previous occupations, interests and lifestyle choices described. This helped staff to understand people more and to aid in conversation.
- Verbal and written handovers were completed at the start and end of each shift; these gave an overview of the care people had received and summarised any changes in people's health and well-being.

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.

- Care support plans contained information which showed how people communicated and how staff should communicate with them.
- There was an AIS policy in place. The registered manager explained that they were able to tailor information in accordance with people's individual needs and in different formats if needed. They explained that documents could be offered in larger print or braille and could be translated, if required.

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 maintain relationships and interests that were important to them, for example, attending church and swimming.

Improving care quality in response to complaints or concerns

- The service had a complaints policy in place. The registered manager advised that the service had not received any complaints since it was registered with the CQC.
- The complaints policy included information about how to make a complaint and what people could expect to happen if they raised a concern. This included information about other organisations that could be approached if someone wished to raise a concern outside of the service such as the social services and the local government ombudsman.

End of life care and support

- At the time of this inspection, the service was not providing end of life care to people. Records showed that staff had received appropriate training and the service was able to provide such care and support if required.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

This is the first inspection for this newly registered service. This key question has been rated good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

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

- The registered manager carried out a range of checks to monitor safety and quality and make improvements when needed. These included audits of people's care plans and daily care notes, of medicine administration records, PPE, recruitment records, staff promoting people's dignity and adult safeguarding awareness. We saw the registered manager addressed issues arising from these checks.
- They also conducted unannounced checks on staff as they worked in people's homes. These covered issues such as staff punctuality, wearing their uniform and identity badge, use of PPE, treating the person with respect, checking and following the care plan, and medicines support.
- The registered manager was suitably qualified and experienced in health and social care. They were aware of their legal responsibilities to notify the CQC of significant events.
- Staff told us they felt the registered manager led the service well. A staff member told us, "The manager is very good indeed, they are always available and extremely supportive. It is a great place to work. My development has been promoted and I feel invested in, it really is the best place I've worked."

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

- Written feedback from staff and healthcare professionals described confidence in the service and leadership. Comments included, "My experience of service and staff has been a positive one and I enjoy remaining involved with the team. I look forward to working with the Vista Care team on future admissions" and, "I have been extremely impressed with the quality of support provided and the level of engagement you [Vista Care] have gone above and beyond for both individuals you have worked with and this has made a massive difference to both of their outcomes and presentation."
- Staff spoke of a positive working environment despite the pressures and challenges due to Covid-19. One member of staff said, "I like the fact that management aren't above the small jobs, they are willing to help and support with all tasks." Another commented, "I find Vista Care as an employer, thoughtful and diverse, as we have a diversity and inclusion mentor within our place of work. As a member of the LGBT community, this makes me feel valued."

Continuous learning and improving care

- The registered manager reviewed all aspects of the service. They sought the views of people using the service and staff and showed timely action was taken in response to areas identified for improvement
- The provider kept up to date with national policy to inform improvements to the service. Staff told us the

provider had been proactive with updates regarding the COVID-19 pandemic and this ensured that government guidance was followed.

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

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 their responsibility in relation to the duty of candour and the need to report certain incidents, such as alleged abuse or serious injuries, to the Care Quality Commission (CQC), and had systems in place to do so should they arise.

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

- People were asked by the provider to complete regular customer satisfaction questionnaires. We saw all the responses received were very positive particularly agreeing the service had a strong culture of good quality care.
- The registered manager completed audits and checks to monitor and identify potential improvements in the safety and quality of people's care and support.
- The registered manager told us they conducted unannounced spot checks on care staff to ensure they were upholding the care and support standards expected.

Working in partnership with others

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