

Yourlife Management Services Limited

Your Life (Crowthorne)

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Your Life (Crowthorne) is a home care service that provides social and personal care provision to people living in their own flats within a large complex of retirement apartments. At the time of our inspection there were three people receiving 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

People were protected from the risks of abuse and relatives felt reassured with the staff providing their support and care. The registered manager had the knowledge to identify safeguarding concerns and would deal with them appropriately. The staff showed understanding and awareness of safeguarding issues and when to report those. Risks to people's personal safety had been assessed and plans were in place to minimise those risks. Staff recruitment and staffing levels supported people to stay safe while living as independent a life as possible.

The registered manager scheduled visits so it would not overlap with each other, and that way, staff could maintain continuity of care and support. People received appropriate support with medicine as part of their plan of care and medicine was managed 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 received effective care and support from staff who knew them well and were well trained. The staff monitored people's health and wellbeing and took appropriate action when required to address concerns. People's rights to make their own decisions were protected. People were treated with care, respect, kindness and their dignity was upheld. People and relatives were consulted about their care and support and could change how things were done if they wanted to. The registered manager and staff worked well together for the benefit of people and were focused on the needs of the people using the service.

People benefitted from staff who were happy in their work and felt well managed and supported. The registered manager encouraged feedback from people and families, which they would use to make improvements to the service and protect people against the risks of receiving unsafe and inappropriate care and treatment.

The registered manager had oversight in the monitoring of the running of the service, the quality of the service being delivered and took actions promptly to address any issues. The registered manager praised

the staff team for their hard work and appreciated their contribution to ensure people received the best care and support.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 30 September 2019). 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

We inspected the service based on the previous rating. This inspection was carried out to follow up on action we told the provider to take at the last inspection.

We carried out an announced comprehensive inspection of this service on 19 August 2019. Breaches of legal requirements were found. The provider completed an action plan after the last inspection to show what they would do and by when to improve good governance, notifying of management changes and safety incidents.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the key questions safe and well-led which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Your Life (Crowthorne) on our website at www.cqc.org.uk.

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 well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Your Life (Crowthorne)

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

Two inspectors carried out this inspection. An Expert by Experience carried out telephone calls to people who use the service or their relatives to gather feedback. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service. Third inspector carried out telephone calls to gather feedback from staff working at the service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own flats within a large complex of retirement flats. The service provides both social support and personal care to people living within the complex. The accommodation is bought or rented and is the occupant's own home. CQC does not regulate premises and this inspection looked at people's personal care and support service.

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

This inspection was announced. We gave the service 48 hours' notice of the inspection. This was because we wanted to ensure that the provider or registered manager would be in the office to support the inspection. Inspection activity started on 23 May 2022 and ended on 24 May 2022. We visited the service on 23 May 2022.

What we did before the inspection

Prior to the inspection we looked at all the information we had collected since the last inspection about the service including previous inspection reports and notifications the registered manager had sent us. A notification is information about important events which the service is required to tell us about by law. 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. 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. We used all this information to plan our inspection.

During the inspection

We spoke to the manager and regional director during the inspection visit. We reviewed a range of records relating to the management of the service, for example, records of medicine management, risk assessments, accidents and incidents; quality assurance system; training information. We looked at three people's care and support plan and associated records. We looked at three staff files in relation to recruitment. A variety of records relating to the management of the service, including policies and procedures were reviewed. We spoke to three relatives of people who use the service and seven staff working at the service.

After the inspection

We continued to seek clarification from the registered person to validate evidence found. We looked at further records and evidence including quality assurance checks and records, incidents and accidents, training data, and policies and procedures. We contacted five professionals working with the service and received one response.

Is the service safe?

Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed to good. This meant people were safe and protected from avoidable harm.

Using medicines safely

- At our last inspection we found that support the staff provided was not accurately reflected in people's care records. The provider also did not use any medication administration record (MAR) sheets.
- During this inspection, we found people had information about how they wished to be supported with their medicine. The staff also used MAR sheets to record when they supported people with this task. We only found one gap with missing signature and the registered manager addressed this promptly.
- People had their medicines managed safely and relatives confirmed staff supported people with medicine as necessary.
- When there were medication errors, appropriate actions were taken including follow up and discussion with staff.
- The training matrix record confirmed staff had received training in handling medicines and competency assessments. Staff's competency was also reviewed at spot checks to ensure they continued supporting people with medicine appropriately.

Systems and processes to safeguard people from the risk of abuse

- The registered manager understood their responsibilities in regard to safeguarding people who use the service and reporting concerns to external professionals accordingly such as the local authority, police and the Care Quality Commission.
- Relatives agreed their family members were safe with staff and liked the staff who supported them.
- Staff were aware of how to recognise abuse and protect people from the risk of abuse.
- Staff knew how to report concerns and were confident the registered manager would act on any concerns reported to ensure people's safety.

Assessing risk, safety monitoring and management

- The registered manager and staff assessed and reviewed the risks to people's personal safety and put plans in place to minimise these risks.
- People's support plans had information and guidelines to help staff provide care in a safe and person-centred way, based on people's needs and the support they required. Information about risks, mitigation and needs were kept under review and staff reported any changes promptly.
- The service had business continuity plans to ensure the service could continue in the event of an emergency. There was an on-call system in place for staff should they need help and advice.

Staffing and recruitment

- The registered manager followed recruitment procedures to ensure people were supported by staff who

were of good character, suitable for their role and had appropriate experience. We found a few queries with evidence of conduct and verification of reasons for leaving which we discussed with the registered manager who addressed them promptly. They provided us with further information after inspection.

- The registered manager provided further information on how they changed some of the forms to ensure all required recruitment information was gathered when new staff were recruited in the future.
- The registered manager had a rolling rota in place to cover visits to people. It was done a few weeks ahead which helped with planning of the staff cover and what the service needed to support people to ensure there was a continuity in meeting people's needs.
- The registered manager monitored the staff rota of visits regularly. They explained there was a system to ensure they mitigated the risks of late or missed calls such as staff signing in, when they attended the visits. The duty manager would also check the visits in the evening to ensure any issues with visits were picked up promptly.
- Relatives confirmed people had regular staff coming to support them and completed all the care and support needed.
- Staff confirmed there was enough time to complete the visits to people. If more time was needed, they would report to the management team and review or update the support plan.
- Where needed, the registered manager also covered absences to help staff and people.

Preventing and controlling infection

- Staff were provided with and used personal protective equipment to prevent the spread of infection. Relatives confirmed people's apartments were always kept clean and staff wore the protective equipment when needed.
- Staff were trained in infection control and followed the provider's policies and procedures on this.

Learning lessons when things go wrong

- There was a system in place for recording accidents and incidents.
- The registered manager said when something happened it would be investigated, and they would ensure people were safe. The issue would then be discussed within the team and ways to prevent it recurring would be identified and implemented. They would look at trends and themes, and how they could help the person to reduce risk of recurrence and put plans in place for safety.
- All incidents and accidents, action taken were also reviewed by the regional managers for any further follow-ups if needed and ensure managers completed all the necessary actions.
- The registered manager added, "To be an effective team, you have to trust the staff and make them feel that their input is important. They are the front-line staff, they know more about the people so their input, feedback is really important; and it encourages them to be more vigilant. They put their suggestions and it matters. It gives staff ownership of making sure service users are safe and happy".
- Staff explained how they reported incidents and accidents and action taken including assessing and checking safety of people, calling for support, including emergency services and keeping accurate records for management review and action. Staff said they also discussed these events and any action plans 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.

At our last inspection we rated this key question requires improvement. At this inspection the rating has changed 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 we found the provider had failed to notify the Commission that there were management changes and the service had been operating without a registered manager for 12 months. This was a breach of regulation 15 (Notice of Changes) of the Care Quality Commission (Registrations) Regulations 2009.

Enough improvements had been made and the provider was no longer in breach of regulation 15.

- The registered manager provided information on the process established since the last inspection that would ensure any changes in the management and registration would be identified and notified in the timely manner.

At our last inspection we found provider had failed to notify the Commission of any specific incidents which occur whilst the provider is carrying out a regulated activity. This was a breach of regulation 18 (Notifications of other incidents) of the Care Quality Commission (Registrations) Regulations 2009.

Enough improvements had been made and the provider was no longer in breach of regulation 18.

- Services registered with the Care Quality Commission (CQC) are required to notify us of significant events and other incidents that happen in the service, without delay.
- During this inspection, we found the registered manager ensured CQC was consistently notified of reportable events within a reasonable time frame. This meant we were able to check and monitor that appropriate action had been taken to ensure people were safe at that time.

At our last inspection we found the provider failed to use their quality assurance systems to identify issues we found during the inspection. This was a breach of regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvements had been made and the provider was no longer in breach of regulation 17.

- The registered manager had an oversight of the service provided and ensured people received the care and support they needed. They used a variety of quality assurance tools such as audits, spot checks, observations and feedback from people, relatives and staff to monitor, assess and improve the quality of the service.
- The registered manager said they had not had any missed visits. The service, people and relatives communicated with each other should there be any issues with visits. The registered manager worked alongside staff when needed, this also helped them observe practice and pick up any issues promptly.

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 was clear about their role. We discussed duty of candour, when it was applied and what incidents were required to be notified to the Care Quality Commission. The provider had a policy that set out the actions staff should take in situations where the duty of candour would apply.

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

- The registered manager continued to promote a culture of care in which staff were valued and they promoted people's individuality, protected their rights and enabled them to develop and flourish.
- The registered manager was visible in the service, approachable and took a genuine interest in what people, staff, families, and other professionals had to say.
- The registered manager worked as part of the team and led by example. They promoted equality and diversity in all aspects of the running of the service.
- Staff felt respected, supported and valued by senior staff which supported a positive and improvement-driven culture. The staff put people's needs and wishes at the heart of everything they did.
- Staff felt able to raise concerns with the registered manager without fear of what might happen as a result. Staff were positive about the culture of the service and the way it was managed.
- The staff said, "We have an approachable manager and can ask for, or go to her with anything we want, including personal issues if needed", "Definitely 100% confident in going to management about any concerns", "Management is supportive and can talk to them about anything, if I have any concerns" and "Manager is lovely and so supportive".
- The registered manager praised the staff team saying, "It's great! I have a good bunch. If I'm not around, things would run smoothly, I don't have concerns. It took an effort to achieve it and [staff] just needed some training to get there. [Staff] know what they are doing, and they do what needs to be done. I trust them to do things right. I get compliments from service users, they did a good job". The registered manager added that she felt supported by her seniors, saying "[Area manager] is really supportive and she is really good!"
- Relatives agreed the service and the staff team was managed well. They said,
 - "[Staff] are so kind and thoughtful, always... they can't do enough for [person], and they're gentle too... staff are always polite to [person] and really respect [person's] space... they don't interfere or move things in [the] apartment .. and they ask if they can do things, not just do it";
 - "[The staff] are very receptive to any feedback and they will try to change things... but sometimes you do have to say things more than once... I'm not uncomfortable raising stuff with [the registered manager], she's quite matter of fact and knowledgeable; if something is needed, she'll email me";
 - "[Staff] are kind and very caring, and they are genuine... [the registered manager] is lovely, been so supportive... she works some of the shifts too so she knows [person] very well... I know she will always help if there are any issues."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care

- The registered manager and staff demonstrated a shared responsibility for promoting people's wellbeing, safety, and security. It was clear they wanted to help people achieve positive outcomes and live life to the full. They promoted a positive, caring and inclusive culture within the service.
- The registered manager was accessible and approachable and would deal effectively with any concerns raised. The registered manager and provider sought feedback from people and those important to them, staff and used the feedback to improve and develop the service. They also held meetings for people to discuss various topics and raise any issues or questions they had.
- Staff had staff team meetings to ensure any items arising from day to day running of the service and others' feedback were shared with the staff team to ensure smooth running of the service. The registered manager had an open-door policy and would welcome any feedback of how to maintain a good service.
- The registered manager communicated on a daily basis with the staff team to ensure all of them were aware of any issues, important information related to the service, actions to take and to pass on any feedback.
- The registered manager also regularly visited people and said, "I go to support [service users] as well as it helps for me to see what's going on, not only rely on [others' feedback]; to know what's happening, what [service users] are going through, and if anything has been missed. It's important for the registered manager to be involved".
- Relatives said, "I know they will be there when I can't...I'm reassured [person] is being looked after... I genuinely don't think they could do anything better...they are consistent which is what we want", "I think they do care so I would recommend them ...we haven't had a bad experience... it's not perfect but [person] is happy and safe...[person] would be very vocal if it wasn't" and "It's all worked really well for [person] and they look after [person]...they have the right balance of caring, they do what they are required to do and backing off when necessary... [Staff] are all friendly and kind...they have varying knowledge levels and varying ways of talking to people .. but they all care."
- Staff said, "Management [are] open and supportive", "There are lots of people I can go to if I need more advice" and "If I am not happy or uncertain, I speak to the manager...she's easy to approach and best manager I have ever had."

Working in partnership with others

- The registered manager had established partnership working with outside organisations. Where necessary, external health and social care professionals had been consulted or kept up to date with developments.
- The registered manager proactively worked with the staff team, families and professionals to ensure people were able to achieve their goals that had positive effects on people.
- The service had good links with the local community and the provider worked in partnership with other agencies to improve people's wellbeing.