

Midshires Care Limited

Helping Hands Warrington

Inspection report

Unit 2, 9 Padgate Lane
Warrington
WA1 3RS

Tel: 01925598205
Website: www.helpinghands.co.uk

Date of inspection visit:
24 May 2022
26 May 2022

Date of publication:
29 June 2022

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

Helping Hands Warrington is a domiciliary care agency that provides support and personal care to younger and older adults in their own homes. At the time of our inspection 29 people received support from the service. Not everyone who used the service received personal care. The Care Quality Commission 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

Assessment of risk, safety monitoring and management measures were in place. Care records contained relevant, up to date and consistent information in relation to people's support needs and staff were familiar with the tailored level of care people needed. One person told us, "I'm very safe, because they [staff] always seem very confident in what they are doing. They are attentive."

Systems and processes to safeguard people from the risk of abuse were in place. Staff knew how to escalate their concerns, people and relatives told us that safe care was provided, and people were protected. One person told us, "Yes, they [staff] do know me well and understand my needs."

Safe medicine management processes were in place. Care records contained up to date medication risk assessment information, people received medication support in accordance with their administration instructions and staff received the required medication training.

People were protected from the risk of infection; safe and effective infection prevention and control (IPC) procedures were in place. Staff were engaged in routine COVID-19 testing, PPE was in ample supply and there was an up to date IPC policy in place.

Staffing levels were effectively managed and safe recruitment procedures were in place. We received feedback to suggest that staffing levels had recently improved, people received care from a consistent staff team and call times generally took place at the times that had been agreed as part of the persons care package.

Effective quality assurance and governance measures had been maintained. We were assured that quality performance and risk management measures were used to assess the quality and safety of care people received.

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

Rating at last inspection: The last rating for this service was 'good' (published 31 May 2019).

Why we inspected

We undertook this inspection as part of a random selection of services which have had a recent Direct Monitoring Approach (DMA) assessment where no further action was needed to seek assurance about this decision and to identify learning about the DMA process.

The focused inspection reviewed the key questions of safe, and well-led only. We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service remains '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 Helping Hands Warrington 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.

Helping Hands Warrington

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 looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by one inspector and an 'Expert by Experience'. An 'Expert by Experience' is a person who has personal experience of using or caring for someone who uses this type of care service

Service and service type

Helping Hands Warrington 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 no registered manager in post. An interim manager had been appointed; they had submitted all the relevant registration documentation to CQC.

Notice of inspection

We gave a short period notice of the inspection; we needed to be sure that the provider or manager would be in the office to support the inspection.

Inspection activity started on 24 May 2022 and ended on 26 May 2022. We visited the office location on 24 May 2022.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We also sought

feedback from the local authority 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 of this information to plan our inspection.

We used information gathered as part of monitoring activity that took place on 8 March 2022 to help plan the inspection and inform our judgements.

During the inspection

We spoke with the four people who were receiving support, seven relatives about their experiences of care their loved ones received, the manager, another Helping Hands branch manager, and three members of staff.

We reviewed three people's care records, multiple medication administration records, three staff personnel files in relation to recruitment and a variety of records relating to the management of the service, including policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

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 good. The rating for this key question has remained good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

- Safety monitoring measures and procedures to assess and manage risk were effectively embedded.
- Risk assessments contained up to date, consistent and relevant information and guidance that staff needed to follow. We did note that one assessment required a greater level of detail. This was responded to immediately.
- Staff were familiar with people's risk management procedures; people and relatives expressed that safe care was provided and one relative told us, "They [staff] are absolutely brilliant. I don't have one doubt [relatives] are not safe in their hands, 100% safe."
- Environmental risk assessments were completed, and evacuation plans were also in place in the event of an emergency.

Preventing and controlling infection

- Infection prevention and control measures were in place.
- All staff were engaged in routine COVID-19 testing regime and had access to ample supplies of PPE.
- There was an up to date IPC policy in place; this contained important information about hand hygiene, PPE, training and reporting procedures.
- 96% of staff had received IPC training. Relatives told us, "[Staff] always have PPE on and if carrying out personal care they change their gloves" and "Yes, they do. I've seen them in pinnies [aprons] gloves and masks."

Using medicines safely

- Safe medicine administration procedures and arrangements were in place.
- There was an up to date medication policy; this provided staff with information in relation to recording and documentation, controlled drugs and the ordering, supply and disposal of medicines.
- Medication administration records (MARs) indicated that people received support with their medicines as instructed.
- Staff received the necessary medication training and audit procedures ensured that administration compliance was routinely monitored.

Staffing and recruitment

- Safe staffing levels and pre-employment recruitment checks were in place.
- Staffing levels were effectively monitored and managed; people received timely care and support by a consistent staff team who were familiar with their support needs.
- Effective pre-employment recruitment checks were completed. Criminal record checks were carried out,

references were sought, and interview procedures established the suitability, skill set and experience of candidates.

- Quality assurance checks meant the recruitment procedures were regularly assessed and improvement were identified when needed.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong.

- Systems and processes to safeguard and protect people from abuse were in place and lessons were learnt when things went wrong.

- An up to date safeguarding policy contained information and processes that staff needed to follow in the event of a safeguarding incident.

- Staff knew how to report their concerns and were familiar with safeguarding procedures. One staff member told us, "I would always report any concerns, they would be listened to."

- Compliance and governance meetings were regularly held; accident and incident trend analysis was established, and measures were implemented to mitigate risk.

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 good. The rating for this key question has remained 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; Continuous learning and improving care

- Effective risk management processes and quality performance processes were in place; managers and staff understood their responsibilities and the importance of providing good quality care.
- Quality assurance monitoring systems ensured the quality and safety of care was regularly assessed. For instance, compliance and governance meetings and self-assessment audit tools identified areas of strength and developments that needed to be addressed.
- We were assured that the governance measures had been embedded and helped to maintain good, high-quality care, ensuring fundamental standards were being achieved.
- Regulatory and legal requirements were complied with. The manager was aware of their responsibilities and understood the importance of ensuring regulations were met.

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

- The provider had created a culture and ethos that was centred around the delivery of person-centred care; good outcomes for people were being achieved.
- All relatives and people we spoke with confirmed that they would recommend the service. Feedback we received included, "Definitely recommend, because of the quality of care" and "Yes, I would, because they are very person centred, they often go beyond the practical tasks and meet my mums' needs."
- People received personalised care that was centred around their needs and helped achieve positive outcomes. Relatives told us, "It enables her to live independently, which is priceless" and "It is an effective service, which enables him to live in his own home."

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

- The provider had measures in place to ensure feedback was captured and people were involved in the provision of care they received.
- Customer experience feedback forms were circulated, care reviews were completed, and quality assurance calls were regularly scheduled.
- The provider ensured that feedback was analysed, and action plans were devised as a measure of improving the provision of care people received.
- Staff told us they felt valued and supported in their roles, received regular supervisions and were encouraged to engage in discussions during team meetings. Staff said, "I love it, everything about it, the

people the staff, it's flexible" and "I'm really enjoying it, training has been good and I've been well supported."

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; Working in partnership with others.

- Duty of candour responsibilities were understood and complied with and effective partnership work had been established.
- Incident reporting procedures were in place; effective quality assurance measures ensured that incidents were reviewed, themes were established, and lessons were learnt when needed.
- The provider worked in partnership with other healthcare professionals and services. Notifiable incidents were reported to both CQC and local authorities as required.