

Semper Care Ltd

Semper Care

Inspection report

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Date of inspection visit:
25 July 2022

Date of publication:
24 August 2022

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

About the service

Semper care is a home care service providing the regulated activity personal care to people both under and over the age of 18. At the time of our inspection there were seven people using the service. Not everyone who used the service received personal care. The Care Quality Commission (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 supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and promoted independence. Documentation detailed people's involvement and care plans were specific about people's care needs and person centred.

People received the care they needed to keep them safe and well. People were supported by consistent and caring staff and had their care needs assessed prior to cares starting. Care and support were regularly reviewed and up to date. People's care records documented the level of care and support they required for each of the care calls to be completed.

Staff received induction training and followed a programme of continuous learning, and staff said they felt well supported. Staff were recruited safely.

Feedback from people and relatives was complimentary about staff. Staff involved people in decisions about their care and consulted people and relatives regarding what they wanted during care activities.

People, relatives and staff spoke highly of the management at the service. Systems were in place to monitor the quality and safety of the service. People and relatives were given the opportunity to provide feedback on the service they received, and any suggestions for improvements were welcomed. All concerns were responded too appropriately and timely.

The service worked in partnership with others to ensure the best outcomes for people. The registered manager was passionate about integrating people into the community and managed risks well to ensure people had the support they needed to do the activities they wished.

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 22 October 2019 and this is the first inspection.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

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 ●

Semper Care

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 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

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 CQC 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.

Inspection activity started on 25 July 2022 and ended on 2 August 2022. We visited the locations office on 25 July 2022.

What we did before the inspection

We used the information the provider sent us in the provider information return. 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 also reviewed information we had received about the service, and we

sought feedback from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke with seven relatives and two people about their experience of the care provided. We spoke with five staff members including the registered manager, care co ordinator and care workers.

We reviewed a range of records. This included two people's care records and daily notes. We looked at two staff files in relation to recruitment and staff supervision. We reviewed a variety of records relating to the management of the service, including policies and procedures and training documents.

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.

Assessing risk, safety monitoring and management ● Staff assessed risks and safely managed risks to people's health and safety. Assessments included personal care, moving and handling, people's living environment and skin integrity.

- Staff supported some people to access the community and followed robust risk assessments to ensure this was done safely.

Preventing and controlling infection

- Staff were provided with sufficient supplies of person protective equipment (PPE) to carry out their roles safely, and the office contained adequate supplies.
- Staff used PPE safely and participated in COVID-19 testing.

Systems and processes to safeguard people from the risk of abuse

- Staff had received safeguarding training and understood how to raise concerns.
- People and their relatives told us staff kept people safe. One relative told us, "I feel that my loved ones are very safe with the carers who come to support them."

Learning lessons when things go wrong

- Staff knew how to report incidents if they occurred and the registered manager audited the records regularly. No accidents or incidents had occurred in the time the service had been registered.

Staffing and recruitment

- The provider recruited staff safely. All the appropriate checks were carried out to protect people from the employment of unsuitable staff.
- The registered manager had a robust recruitment system in place and kept contemporaneous recruitment records for all stages of the process. Interviews were detailed and the registered manager followed the process to ensure potential staff had the right skills set and values to work with people.

Using medicines safely

- At the time of the inspection staff were not supporting any person with medicines.

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

- Staff assessed people's needs before a package of care was agreed. This was to ensure staff had the right skills to meet people's needs.
- The registered manager regularly reviewed people's care needs. They made telephone calls each month to capture people's feedback and updated care records.
- Staff included people and their relatives in the assessment and reviews process. On relatives told us "[They had been] included in all aspects of the care my relatives received."

Staff support: induction, training, skills and experience

- People were supported by staff who had received training to provide safe and effective care. One relative told us, "The carer who comes to our loved one is well trained and knows exactly what to do." Another relative told us "They are well trained, and they will ask me if they are not sure about something regarding the care."
- Staff had received an induction and training before they started delivering care. This had included shadowing a more experienced staff member until they felt confident to deliver care independently.
- Staff felt fully supported by the registered manager and care co ordinator. They had regular supervisions and could call for support at any time.

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

- People received the support they needed to eat and drink. Staff kept clear records of what food and drink they had provided.
- Staff were well informed about people's preferences and dietary needs. This information was recorded in people's care plans. Staff knew exactly how to prepare meals in the way people liked. One person said, "They (staff) prepare my food for me, and they always ask what I would like to eat."

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

- People benefitted from the effective relationships staff had developed with social workers and other professionals.
- Care plans included information about how to meet people's physical and mental health needs, including accessing the community.
- Staff told us they would not hesitate to call for medical assistance if people needed it.

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 Mental Capacity Act (MCA). In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS)

- The service worked within the principles of the MCA. Where appropriate legal authorisations were in place to deprive a person of their liberty. MCA and best interest decisions had been completed with people and their relatives for people who required them.

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 were caring and treated people kindly. One person told us, "They always speak nicely to me which puts me at ease. I am able to go out which helps me." One relative said, "The care that our loved one receives meets their needs and ours. We have every confidence in the service and the carers."
- Staff spoke with enthusiasm about their work and demonstrated kind and caring values, providing people with high quality and personalised care. They had a good understanding of people's needs, wishes, abilities and preferences.
- Initial assessments included information about people's backgrounds and personalities to match staff members with similar attributes and interests to the person.

Respecting and promoting people's privacy, dignity and independence; Supporting people to express their views and be involved in making decisions about their care

- Staff supported people to maintain their freedom and independence For example, they helped people purchase bus passes and train tickets.
- Staff had a genuine warm relationship with people and relatives. They were able to describe examples of how they respected people's privacy and treat them with respect and dignity. One staff member said, "We always make sure the door is closed behind us and curtains are closed when getting [name] up. We speak with [name] the whole way through to be respectful to them."
- Staff were not rushed and had enough time to met people's needs.
- The registered manager regularly sought people's and relatives feedback about the service. A relative told us "The manager does speak to us on a regular basis to make sure everything is alright. They often ask if we are happy with everything."

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

- Staff provided person-centred care and support. They told us people's care plans were detailed and easy to follow. For example, they included pictures of the equipment in the person's home.
- Staff provided person centred care and support.
- The service was responsive and flexible to people's needs. The registered manager regularly reviewed the length and timing of calls, as well as any new care tasks or social activities following feedback from people about their interests.

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 assessed people's social needs as part of the initial assessment. Staff told us how important it was to get to know the person so they could meet their needs and communicate with them effectively.
- There was a strong culture within the service to ensure where appropriate people were able to access the community and follow their interests with support from staff. We saw evidence of this in care plans with references and guidance made on meeting cultural needs.

Improving care quality in response to complaints or concerns

- Complaints were minimal. However, ones that had been received had been investigated fully with contemporaneous notes kept about the process followed and outcomes.
- Relatives told us they knew how the complaints procedure worked and felt comfortable to raise concerns to the registered manager should they need to.

End of life care and support

- Provisions were in place to ensure staff would receive appropriate training should they need to provide end of life care.

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.

- Staff assessed peoples communication needs and care plans included guidance about how to communicate with people effectively.

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

- People benefitted from a positive culture that focused on person centred care and integrating people into the community. People who used the service, relatives and staff spoke very highly of the support they received from the registered manager who was also the provider.
- Staff described an open culture where people and relationships mattered. The staff praised the support they received from the registered manager and said they were confident in their leadership. They said, "The registered manager was doing a great job especially with the clients. [Registered manager] makes sure they get what they need, anything to make it easier for us and the clients."

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

- Quality assurances systems were in place to monitor the quality and safety of the service. The registered manager was in the process of improving audit systems to make sure they continued to accurately reflect and capture all areas of service delivery.
- Spot checks and observations on staff were completed regularly to ensure quality of service provided.
- The registered manager understood their regulatory requirements around duty of candour. They understood when to inform CQC of events that happened in the service as required by regulation.

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

- People and relatives felt involved in their care and they described communication as being open and effective .
- Staff described communication as very good within the service. Staff described the morale as very good and said they felt valued and supported in their roles. One staff member said "Everyone is treated fairly. I really enjoy this job, it is humbling."
- The service had an open-door policy for staff and conducted staff meetings and remote communication regularly.

Continuous learning and improving care; Working in partnership with others

- The registered manager demonstrated a commitment and desire to continually improve the service delivered and had a clear focus around outcomes for people.

- The service worked closely with key stakeholders and agencies in the local area.