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The Goddards Home From Home Care

Inspection report

The Goddards Goole Road
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Tel: 01405860247

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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

The inspection took place on 18 August 2017 and was announced.

The Goddards Home from Home Care is registered for the regulated activity of personal care. The service provides support to people in their own home or in a supported living environment.

The Home from Home service was set up to look after people who moved from their sister service (The Goddards) to independent living. We were informed by the registered provider that the service currently looked after one person in independent living accommodation.

The person received 16 hours care from the service and also had input from the 'Creative support team' who operated the supported living accommodation.

At the last inspection, the service was rated Good.

At this inspection we found the service remained Good.

People were supported by care workers who understood the importance of protecting them from harm. Care workers had received training in how to identify abuse and report this to the appropriate authorities.

Care workers were provided with support and training to develop their skills and knowledge and to meet people's holistic needs.

People were supported to access health care professionals when needed.

People were supported to have maximum choice and control of their lives and care workers provided care and support in the least restrictive way possible; the policies and systems in the service support this practice.

Care workers had a good understanding of people's needs and were kind and caring.

People told us they had no concerns regarding care workers respecting their dignity and upholding their right to privacy.

People were supported and encouraged to be independent and to live fulfilling lives. They were supported to enjoy activities, events and interests of choice.

Systems and process were in place to record and evaluate any accidents, incidents and complaints should they arise.

People who used the service, and those who had an interest in their welfare and wellbeing, were asked for their views about how the service was run.

Regular audits were carried out to ensure the service was safe and well run.

Further information is in the detailed findings below.

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 remains good.

Is the service effective?

Good ●

The service remains good.

Is the service caring?

Good ●

The service remains good.

Is the service responsive?

Good ●

The service remains good.

Is the service well-led?

Good ●

The service remains good.

The Goddards Home From Home Care

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 18 August 2017 and was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service; we needed to be sure that someone would be in.

The inspection was completed by one adult social care inspector.

Before the inspection we looked at the information we held about the service. We checked to see if the provider had submitted any statutory notifications. Notifications are documents that the registered provider submits to the Care Quality Commission (CQC) to inform us of important events that happen in the service.

We did not ask the provider to submit a Provider Information Return (PIR) as the inspection was planned at short notice. The PIR is a form that asks the provider 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 the registered manager and a health professional involved with the person's care. We spoke with the person who used the service and we visited them in their own home. After the inspection we spoke with one care worker.

We also spent time looking at records, which included the care records for the person who used the service, the support worker recruitment, induction, supervision and training records and records relating to the management of the home.

Is the service safe?

Our findings

We found the service continued to provide people with safe care and support and people were protected from avoidable abuse, harm and risks as at the previous inspection. The rating continues to be good.

The person told us they felt safe living in their home and with staff who supported them. They said, "I enjoy living here and would speak to [care worker name] or the manager if I had any concerns about my safety."

The manager and care worker discussed types of abuse they would look out for and were able to discuss the actions they would take if they had any concerns. The manager showed us a safeguarding file that included revised guidance from the local authority on when they would need to escalate any concerns for further investigation. A new template had been introduced to log concerns and this was colour coded to link with the local authority guidance. The template ensured any concerns were effectively recorded and analysed with any actions recorded and completed to prevent re-occurrence. This meant systems and processes were in place to protect people from abuse and harm.

The provider had completed an assessment of the person's needs. We saw risks associated with the person's health, mobility, orientation, sight and hearing, medication, personal lifestyle, and finance were recorded and evaluated to ensure the person could be supported with minimal restrictions in place to live their life as they choose to. Other risks associated with the person's environment included documented checks on flooring, heating and using the tumble dryer. These were detailed and provided comprehensive information to help the person remain independent and safe in their own home. These measures helped to ensure risks were managed so people were protected and their freedom supported.

One care worker was employed at the service. The manager told us, "Whilst we employ only one care worker they have always taken their holiday at the same time as [name] so the person receives consistent service from the same care worker." They continued, "I know [name] very well and I am always available to step in to provide cover and we have a bank of staff at our care home business that we can rely on at other times." The person receiving a service told us, "[Care worker] has been my carer for a long time, the manager comes to see me as well and there is always someone available if I need them." This meant sufficient skilled staff were available to meet the person's individual needs.

The manager told us the person managed their own medication. The person's care records included a risk assessment that evaluated and reviewed their capacity to take any medicines they may require. Other information recorded where the person stored their medicines and any affects associated with PRN (as and when required) medicines. The person confirmed, "I take my own medicines when I need them and they are all kept in a locked cupboard in the kitchen."

Through discussion and looking at records we found that the person who used the service had not had any accidents or incidents in the last 12 months. Accident forms were available in the person's flat for use as needed.

We saw that the person who used the service understood the need to keep their accommodation clean and hygienic and with support from their care worker they achieved good standards of cleanliness.

Is the service effective?

Our findings

We found people continued to be supported by care workers with the level of skill, experience and support they needed to enable them to meet people's needs effectively. People continued to have freedom of choice and were supported with their dietary and health needs. The rating continues to be good.

The person who received a service told us they were very happy with the care and support they received. They said, "[Care worker] and the manager are great, they know how to support me." The care worker said, "I receive regular training and this is managed by the provider. The manager also pops in unannounced and checks I am doing everything that I should be and speaks with [name] to ensure they are happy with everything."

The manager told us they ensured training for care workers was up to date and this was managed electronically. The training certificates we saw were up to date and available in the care workers file. The care worker confirmed, "I had a good induction programme that meant I was introduced to [name] before working with them and that I had all the required information about policies and procedures, training and checks before I started my role." This meant people received effective care from skilled, knowledgeable staff.

Information recorded that consent to care and treatment was always sought, in line with the law and guidance. A care plan included an assessment of the person's mental capacity to make decisions. This identified the person had full capacity. The care records we looked at clearly recorded the care and support provided and included how much the person could do for themselves and how much support they required. The care worker told us, "[Name] is very independent and they make their own decisions; sometimes they are not the best decisions but we always support the person and encourage them with their independence."

The service provided the person with support to eat, drink and maintain a balanced diet. We saw a care plan recorded positive measures to help reduce the person's consumption of fizzy drinks. The care worker said, "We encourage healthy eating and exercise and have reward schemes in place to recognise success." The person receiving a service said, "I do my own shopping for food and I go to the local pub for my Sunday lunch."

We saw people's care plans contained information about their health needs and how staff were to support the person to maintain a healthy life style. The person receiving a service said, "I enjoy swimming at the local baths and I go for walks and I have a bike."

The service ensured people were supported to maintain good health and had access to other healthcare professionals. The person said, "[Care worker] makes any appointments I need at the doctors." The care worker told us, "If I had any concerns about the health and wellbeing of [name] I would ring the manager and we would involve the relevant people." Care records confirmed where appointments had been made, the outcome and where relevant support plans and risk assessments had been updated as a result of any feedback.

We met with the person who used the service and they showed us around their flat. We saw that the person who used the service had comfortable and appropriate furniture in their lounge and bedroom area. They had furnished their flat with personal items that reflected their personality and interests. Discussion with the person indicated that they did not require any specialist equipment or medical devices to enable them to be independent.

Is the service caring?

Our findings

People told us they were well cared for and were complimentary about the service they received. The rating continues to be good.

It was clear from our discussions and observations that the person received care that was appropriate and responsive to their individual needs. The manager said, "[Person] has been a real success story for us as an organisation. We only have one person in the service and we have developed the care and support provided to meet their needs."

The person told us, "I enjoy living here; they are all good staff and they make sure everything is done properly." The care worker said, "I have worked as [person's] main carer for about 8 years; they are like one of my own."

The provider was aware of the person's needs and the support they required to lead a fulfilling and independent life. We saw the provider ensured people were involved in their care planning. Meetings had been held where the person's care needs had been discussed and their input was recorded. The care worker said, "We recently reviewed the care plan and made a lot of changes based on [person's] feedback."

The person who used the service said they were very happy with the care and support they received from their care worker. They told us, "I have no concerns about my privacy or dignity. They confirmed, "Yes, they [care worker] respects my personal space."

A health professional we spoke with told us, "The service [person] receives is brilliant, the manager is only a phone call away and the care worker has known [person] for a long time. They are a very caring organisation and nothing is too much trouble; [person] is very well supported and cared for."

Is the service responsive?

Our findings

We found care workers remained as responsive to people's needs and concerns as they were during the previous inspection. The rating remains good.

It was clear from our discussions with the care worker and the manager that they were knowledgeable about the person who used the service and displayed a good understanding of their preferences and interests, as well as their health and support needs. This enabled them to provide care and support that was personalised to the individual.

Processes were in place that ensured people's needs were assessed before they were offered a place at the service. This enabled staff to create individualised care plans for them. We saw people's likes, dislikes and preferences for their care and support were recorded and staff understood how to personalise people's care so they received the support they required. A care worker said, "[Person] has daily routines, they like to have a lie in during the morning but once they are up we encourage them to be active." This was confirmed when we spoke with the person who used the service. They told us about their daily routine and what they liked to do each day and the places they liked to visit. For example they enjoyed attending a chess club, going swimming, attending a social group in Scunthorpe and having Sunday lunch at a local pub.

We saw the person had a variety of interests and these were supported. The care worker confirmed, "[Person] is interested in power stations and on one occasion, when we were going to the supermarket, we took a diversion to look at a power station nearby; it took most of the afternoon but it was worth it." The person was very knowledgeable about power stations, certain cars and other engineering projects and took great pleasure in sharing information with us during the inspection. They told us, "I have visited two local power stations with [care worker]."

We saw staff monitored people's health and as their needs changed people's care records were updated to reflect their current needs. Care plans were written in clear print and an easy read format to assist the person who used the service to understand them. A care plan we looked at included a service user profile that provided key contact information and access arrangements. The care plan included goals for the person. For example, we saw action plans in place to encourage a healthier lifestyle which had associated outcomes to help the person access the outdoors, swimming clubs and the gymnasium.

There was a complaints procedure in place. We found the process ensured complaints were investigated and the outcome was recorded and shared with the complainant to make sure people remained satisfied with the service they received. At the time of our inspection no complaints had been received.

The person received additional support from other services. A health professional told us they were involved in any reviews and shared appropriate information to ensure the person received holistic care and support to remain living independently in their own home.

Is the service well-led?

Our findings

We found the service continued to be well managed. The rating remains good.

The service had a registered manager who supported us during our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Everybody spoke highly of the manager and of the systems and processes in place to provide people with care and support that helped them to remain independent and living in their own homes in the community. A health professional told us, "The manager is very approachable and we work closely with the care worker as a team to provide very good care and support." A care worker told us, "The manager is always responsive to any concerns or feedback and very supportive of me in my role to support people. The service we provide is person-centred and I would struggle to identify any areas for improvement."

The provider sought the feedback of the person and the care worker. The care worker told us they had completed a questionnaire and had quarterly meetings where they were able to provide feedback that helped to improve the service provided. Care plans included informal review records where the person's feedback had been documented and as a result actions implemented to improve the care and support provided. The person had completed a questionnaire where they had recorded, 'Still a great support business to have.'

The manager completed quality assurance checks to analyse and evaluate safeguarding concerns, accidents and incidents, infections, falls/trips and slips and any health concerns. At the time of the inspection there had been no concerns to evaluate. However, along with day to day progress reports these measures helped the provider to drive, deliver and assure quality care.

The manager told us they were part of the 'Registered managers' network developed by Skills for Care as a focus group for small providers and we saw they were a member of the 'National Skills Academy (NSA) for social care. The manager told us, "Attending these groups provides a great opportunity to discuss any difficulties and share good practice with other providers of similar services and helps me keep up to date with any changes in legislative practices."