

Age Concern Bournemouth

Age UK Bournemouth

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

The inspection took place on 5 and 6 September 2016. We told the service two days before our visit that we would be coming to ensure the people we needed to talk to would be available. The service was last inspected in March 2014 and was found to be compliant in all areas inspected.

Age UK Bournemouth is based in Winton and is registered to provide a foot care service to people in their own homes. At the time of our inspection they were providing foot care to up to 700 people in their own homes around the Bournemouth and Poole area.

The service is required by law to have a registered manager, and there was a registered manager in post. 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.

Everyone we spoke with expressed positive views about the service they received from Age UK Bournemouth. people were provided with foot care by a consistent team of staff who knew them and understood their care needs well. people were kept informed of any changes to their timetable or if staff were running late.

Staff received training which was refreshed at regular intervals, to ensure they had the skills and knowledge they required to be able to provide safe foot care. The manager was implementing an on-going schedule of staff supervision and appraisals to ensure staff performance was monitored regularly. Staff were supported with support and guidance to carry out their role effectively.

Quality assurance systems were in place to monitor and where necessary improve the quality of service being delivered. The service had systems in place which promoted good practice in care delivery.

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.

People were protected from harm because risks were identified and managed appropriately.

There were robust recruitment systems in place and sufficient staff with the right skills and knowledge to meet people's needs.

There were effective infection control procedures in place.

Is the service effective?

Good ●

The service was effective.

People were supported by staff who were themselves supported through regular training and supervision.

People were supported to access the services of healthcare professionals as appropriate.

People's rights were protected because staff followed the requirements of the Mental Capacity Act 2005.

Is the service caring?

Good ●

The service was caring.

People found staff supportive, kind and respectful.

People were kept informed about any changes to their service.

Is the service responsive?

Good ●

The service was responsive.

People received the care they needed at a time that suited them.

The service had a clear complaints procedure and people told us they would feel able to raise any concerns and felt they would be listened to and any concerns raised acted upon.

Is the service well-led?

The service was well led.

There were systems in place to monitor, and where necessary to improve the quality of service provided.

There was a positive, open, supportive culture where people and staff were confident to report any concerns to the management team.

Good 

Age UK Bournemouth

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 was planned to check 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 5 and 6 September 2016. We told the service two days before our visit that we would be coming to ensure the people we needed to talk to would be available. This inspection was conducted by one inspector.

Before the inspection, we reviewed the information we held about the service; this included information we had received from third parties. We spoke with 15 people who used the service, three members of staff and the manager. We reviewed records about how the service was managed, these included three staff recruitment and monitoring records, staff training records, audits and quality assurance records as well as a range of the provider's policies and procedures.

Is the service safe?

Our findings

All 15 people we spoke with told us they felt safe with their care worker. People told us they enjoyed the visits and enjoyed getting to know the care worker that provided their foot care service. People said, "They are lovely people, always on time and very good at what they do, I would thoroughly recommend them". Another person told us, "It's an excellent service, here every eight weeks with appointments to suit me...I've no complaints at all".

People were protected against the risks of potential abuse. there were policies and procedures in place to help keep people safe from abuse. Staff had received safeguarding adult's awareness training and spoke knowledgeably about how they would recognise signs of potential abuse and how they would report concerns if necessary. Staff demonstrated a good understanding of how to keep people safe and their responsibilities for reporting accidents, incidents or concerns.

We reviewed three staff recruitment files and found that the relevant checks had been completed before staff started working at Age UK Bournemouth. These checks included up to date criminal records checks, fitness to work, proof of identity and previous employment references. this made sure that people were protected as far as possible from individuals who were known to be unsuitable to work in the care industry.

People told us they received their foot care from staff that demonstrated the correct skills and knowledge to meet their needs. People said the care workers were normally on time with any major delays notified through to them by telephone. People told us they knew their care workers well and appreciated the continuity of seeing the same care worker each visit wherever possible. People said visits were flexible and scheduled around them and their needs which they said, "Was excellent, it works very well".

Staff told us they were given adequate time to travel between each client and each visit was allocated enough time to ensure the foot care service was provided thoroughly. Staff were responsible for scheduling their own client appointments and visits which both people and staff said worked really well.

Staff followed clear infection control procedures and were provided with adequate supplies of personal protective equipment. Staff confirmed they held adequate stocks of disposable gloves and aprons, hand wash gels and disinfectant wipes for their equipment and spoke knowledgeably about infection prevention and control.

Is the service effective?

Our findings

People told us they had confidence in the staff and found them to have the right skills and experience to meet their foot care needs. One person said, "They are always on time, at a time to suit me, I'm quite happy with the service all around".

People were supported by staff who had received a range of training to ensure they had the skills and knowledge required to carry out their role. Records showed all staff carried out an induction which gave them a detailed insight into the role they were employed to carry out. Staff told us they had felt supported throughout their induction period and said the training they had received had been, "Very useful, thorough and informative".

Staff said they felt very well supported by both their colleagues and their manager. With a small team of four care workers the manager told us they were in daily and weekly contact with each member of staff and were available on the phone at all times if they needed guidance or support. Staff said they felt comfortable to raise any issues or concerns they may have with their manager and felt confident these would be addressed and resolved where possible.

People told us they were supported by sufficient staff with the right skills and knowledge to meet their needs. People were assigned a care worker who then became their nominated carer and completed all their visits. People told us they preferred this system and it worked well for them. One person said, " They are all lovely, it's been so nice to get to know them well, they know how I like things done".

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 themselves. The Act 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.

People's rights were protected because the staff acted in accordance with the MCA. Staff demonstrated a good working knowledge of the MCA and how it could affect their work.

Staff told us they remained observant when carrying out their foot care and alerted people to contact their GP or health care professional if they noticed any health conditions that may need professional health treatment.

There was a system in place to record any accidents, incidents to ensure any developing trends would be highlighted and acted upon.

Is the service caring?

Our findings

We spoke with fifteen people who used the service of Care UK Bournemouth. Each person told us they were very happy with the standard of care and support they received from the service. One person said, "Everyone is so pleasant, the visits are always on time and if there is any problem they are straight on the phone to me, I never have to wait, I'm very happy with the service". Another person said, "It's really an excellent service".

A member of staff said, " I give 100% to every single person, I treat them all as individuals and with utmost respect...Age UK, in all of their services are all for the clients".

Another member of staff told us, "I treat everyone as I would like to be treated, always with utmost respect".

One person we spoke to had only recently started using the service. they told us, " Everything was organised so well, everything was explained to me...I'm looking forward to the next visit, It's been very good".

People told us they were always treated with kindness and respect. They told us, having the same carer each visit was very beneficial and said they were able to build up good, friendly working relationships with them.

People were given the information and explanation they needed, they told us they were always kept informed if the visit was going to be late or if a different date needed to be agreed.

We reviewed people's records which were kept secure in lockable cabinets at the providers offices. People told us staff always respected their privacy and were kind and respectful at all times.

Staff spoke knowledgably about how they maintained people's dignity and privacy and every person we spoke with confirmed their privacy and dignity was always maintained.

People told us they liked having the same carer each visit, they said this gave them time to get to know the carer one person told us, "It's an excellent service, I really look forward to the visits, it's so nice to be able to have a chat and a laugh with them, they really do care and make sure I'm happy with everything".

Is the service responsive?

Our findings

All of the people we spoke to told us they were very happy with the standard of care and support they received from Age UK Bournemouth. One person said, "They always make my appointment when it suits me best, that is really good, I've no complaints".

Staff explained the system that was implemented when a person started to use the foot care service provided by Age UK Bournemouth. The person was assessed for their health needs and risk assessments and health records were compiled for them. Depending on where the person lived, they were allocated a foot care carer who became their dedicated carer to ensure consistency and continuity of care. Staff told us this system worked very well for both them and the people receiving the foot care.

People were given a 'Client Pack' this included information explaining the service they would receive, the contract terms, the complaints procedure and contact details for their foot carer, the main Age UK Bournemouth office contact details and other health professional support groups and contacts. Records showed people signed documentation to give their consent for their treatment and to confirm they had read their assessment and care plan. There were risk assessments in place regarding foot care procedures and safe working environment assessments. We reviewed a selection of risk assessments that covered peoples risk of infection from cuts, infectious diseases and slips, trips and falls. Records showed the provider had implemented control processes to mitigate against any potential risks. For example, there were procedures and policies giving guidance for lone working, completing treatment records, various training policies and infection control and the correct use of personal protective equipment. In addition each person had a completed client treatment record which recorded the date and time of each visit, and the staff member that completed the visit, this ensured a full record was kept of each persons treatment.

People were offered the opportunity to give regular feedback on how the service was run. The manager told us and we saw records that showed regular telephone calls were made to people asking them for their views on the service. The manager told us they completed spot check visits on each member of foot care staff which gave them a detailed insight into how each foot carer operated and gave them the opportunity to discuss any concerns or training requirements with them.

The service has a clear complaints procedure and people told us they were happy to use it and felt confident any concern or complaint would be listened to and actioned accordingly. The provider had received one complaint since the last CQC inspection. We reviewed the complaint records and saw the provider had followed their complaint policy guidelines, with timely investigations being completed and all parties to the complaint being kept informed of the outcome.

Is the service well-led?

Our findings

People told us they felt the service was well managed. There was a well-established manager in post and a stable staff team of foot carers. Staff told us they felt well supported and communication within the service was effective. Staff said they could always speak to their manager if they needed further support or guidance and said they worked very well as a team. Staff said, "It's an overall excellent service, I would recommend it to my own family".

The service promoted a friendly, supportive, open culture. People and staff had confidence in the management team and had a clear understanding of the management structure so they knew who to approach if they had any concerns or queries.

Staff told us they enjoyed their work, were supported by an excellent manager and were confident any problems would be addressed. Staff said they reported back to their manager on a weekly basis and always felt help was at hand if they needed it.

Records showed staff meetings were held when possible, normally a couple of times each year. Records of staff meetings were clearly recorded and typed and held on file for all staff to view. Staff told us they enjoyed the staff meetings although appreciated it was difficult for them all to get together on a regular basis. Staff told us they found the meetings very helpful and supportive and said it was invaluable to be able to get together and put forward any ideas they had about the service.

Staff were knowledgeable about the providers whistle blowing procedure and were confident to use it if required. Whistle blowing is a process that allows staff or family members and friends to report any concerns of wrongdoing and their rights will be protected.

Quality assurance systems were in place to monitor and where necessary improve the quality of the service being delivered. People's experience of the service was monitored through phone calls, questionnaires and spot check visits made by the manager to people in their own homes. The manager accompanied each member of staff on their visits on a regular basis to ensure the quality of care was maintained. These visits allowed the manager to observe the treatment given and ensure the standard of service provided was maintained by all foot care staff.

There was a system of audits in place to ensure a quality service was maintained. The audits gave an overview of the service and enabled any trends to be identified and actions taken to address any shortfalls.