

Bee's Care Limited

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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 28 June and we completed telephone calls to people and relatives on the 2 and 3 July 2018. This was the first inspection since the service registered with CQC on 29 June 2017. At this inspection we found that the registered manager was meeting the regulations.

Bee's Care Limited is a domiciliary care service that provides care and support to people in their homes. CQC only inspects the service being received by people provided with personal care. At the time of our inspection, Bee's Care Limited was providing personal care to eight people.

There was a registered manager in post who had registered with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC 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 and associated Regulations about how the service is run.

The Provider of Bees Care Limited was also the registered manager for this service.

Staff had received training in how to safeguard people from abuse and understood how to report concerns, both internally and externally.

Staff received training and refresher updates relevant to their roles and had regular supervision meetings to discuss and review their development and performance.

Trained staff helped people to take their medicines safely and at the right time.

Safe and effective recruitment practices were followed to help ensure that all staff were suitably qualified and experienced. Arrangements were in place to ensure there were sufficient numbers of staff available to meet people's individual needs.

People and relatives were positive about the skills, experience and abilities of staff who worked at their homes.

People were supported to maintain good health and had access to health and social care professionals when necessary. They were supported with a healthy balanced diet that met their individual needs.

Staff obtained people's consent before providing personal care and support, which they did in a kind and compassionate way.

Staff had developed positive and caring relationships with the people they cared for.

People were involved in the planning, delivery and reviews of the care and support provided.

The confidentiality of information held about people's medical and personal histories were securely maintained.

The registered manager completed regular audits and monitored the quality of the service provided. Staff understood their roles and responsibilities.

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 kept safe by staff trained to recognise and respond effectively to the risks of abuse.

Safe and effective recruitment practices were followed to help ensure that all staff were fit, able and qualified to do their jobs.

Sufficient numbers of staff were available to meet people's individual needs at all times.

Staff were punctual and people were informed if staff were running late.

People were supported to take their medicines safely by trained staff.

Is the service effective?

Good ●

The service was effective.

Consent was obtained by staff before care and support was provided.

People were supported by staff who were trained and received the appropriate support.

People were assisted with a healthy balanced diet where required.

People had their day to day health needs met with access to health and social care professionals when necessary.

Staff promoted people's choice and independence..

Is the service caring?

Good ●

The service was caring

People were cared for in a kind and compassionate way by staff who knew them well and were familiar with their needs.

People were involved in the planning, delivery and reviews of the care and support they received.

People's privacy and dignity was promoted.

Confidentiality of personal information had been maintained.

Is the service responsive?

Good ●

The service was responsive.

People received personalised care that met their needs and took account of their preferences and personal circumstances.

Guidance made available to staff enabled them to provide person centred care and support.

People and their relatives were confident to raise concerns which were dealt with promptly.

Is the service well-led?

Good ●

The service was well led.

People, staff and relatives were all positive about the service.

Effective systems were in place to quality assure the services provided, manage risks and drive improvement.

Staff understood their roles and responsibilities and felt supported by the provider.

Bee's Care Limited

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 registered manager 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 over three days 28 June 2018, 2 and 3 July 2018 and was carried out by one inspector. We told the registered manager 48 hours before our visit that we would be coming to ensure we could access the information we needed.

Before the inspection, we asked the registered manager to complete a Provider Information Return (PIR). This is a form that requires them to give some key information about the service, what the service does well and improvements they plan to make. We also reviewed information we held about the service including statutory notifications relating to the service. Statutory notifications include information about important events which the provider is required to send us.

During and after the inspection we spoke with two people who used the service, four relatives, three staff, the care coordinator, administrator and the registered manager. We looked at three care plans, three employment files and other relevant documents relating to how the service operated.

Is the service safe?

Our findings

People and relatives told us they felt the service they received was safe and met their needs. A relative said, "They [staff] are really helpful even in an emergency they will always come." One staff member commented, "We always ensure people are safe. We make sure their environment is safe and report any concerns to our manager."

Staff we spoke with demonstrated they could identify potential risks to people's health, welfare or safety and appropriately manage these risks to keep people safe. Staff told us that they would report any changes to people's needs to their manager. One staff member said, "I would report any concerns to my manager." They also demonstrated they knew how to escalate concerns and were aware of the whistle blowing policy." We saw in people's care plans that risk assessments for people and their environment were completed. Clear guidance was in place for staff on how to support people's needs. Staff had received training about safeguarding people from harm and staff we spoke with demonstrated their knowledge about potential signs of abuse. They knew how to raise concerns, both internally and externally.

The registered manager ensured staff who were newly employed were introduced to people so people knew who was visiting them and felt safe when staff arrived at their homes. The registered manager said, "When we start a new package we introduce three carers who will be the staff the person sees." This was done so people felt safe in their own homes and knew the staff who visited to support them. Staff confirmed they were introduced to new clients. Information and guidance about how to report concerns, together with relevant contact numbers, were made available to staff.

Safe and effective recruitment practices were followed to make sure that all staff were of good character and suitable for the roles they performed. The registered manager conducted all the necessary pre-employment and identity checks before staff were offered employment. We saw that employment gaps were investigated and references were checked. There were enough suitably experienced, skilled and qualified staff available always to meet people's individual needs. People had been allocated regular staff to promote continuity of care. One person told us, "I have the same carers." One relative said, "We have the same carers and they have a good relationship with [relative]."

People and their relatives told us staff arrived on time and if they were running late they were contacted by the office to let them know of a delay in the visiting times. One staff member said, "If I was running late I would contact the office to let them know but I have never been late." They also confirmed they had enough travel time between jobs. We looked at a random selection of call times and found that calls were on time. There were systems in place to monitor calls throughout the day to ensure people received their support. The registered manager had just introduced a new way to enable staff to log in and out of calls electronically using their own mobiles.

There were processes in place to monitor incidents and accidents. Staff were familiar with the reporting and recording procedures. They understood that reporting was important to ensure that steps could be taken to monitor and reduce identified and potential risks.

People who used the service told us that staff helped and supported them to take their medicines safely. Staff had been trained in safe administration of medicines and knew how to ensure people received their medicines safely. Staff had their competency regularly checked by the registered manager and regular spot checks were completed to ensure best practice. We saw that medicines were monitored and regularly audited by the registered manager. One staff member said, "Yes we have staff come and spot check us, they make sure we are doing our jobs properly." The care coordinator commented, "We complete medicine audits weekly and we have changed the medicine administration records (MAR) sheet to make them easier for staff and this has worked really well." They also confirmed they completed spot checks to ensure best practice was followed.

Is the service effective?

Our findings

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 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 decisions, any made on their behalf must be in their best interests and as least restrictive as possible. At the time of our inspection we found that the registered manager was not working within the principles of the MCA. We found that the registered manager did not ensure that capacity assessments were carried out correctly and instead relied on information provided from relatives.

However most people they supported had capacity and we spoke to relatives who assured us that people were involved in decisions about their care as much as possible. The registered manager and the care coordinator had booked on to an MCA training course to improve their understanding and this had been arranged before our inspection took place. The registered manager since the inspection has contacted the relevant professionals such as a social worker and has arranged for capacity assessments to be completed within two weeks after the inspection to ensure people`s care and support was in their best interest.

Staff told us they obtained people`s consent before they offered any support. One staff member said, "We would always offer choice." They went on to give us an example of how they gave people different choices to help support them with their decision. Another staff member said, "Choice is very important, we work for them [people]." Staff we spoke with showed a good understanding of the MCA requirements.

People who used the service and their relatives were positive about the staff that provided care and support. One person told us they felt happy with the care and support provided. One relative commented, "The care it's really good the staff listen to [person]."

There was an electronic monitoring system in place that allowed staff to monitor calls, however most people that Bees Care supported preferred the registered manager not to use their phones for staff to log in and out from. The registered manager had introduced a new application that allowed staff to log in and out from their own mobiles. The call times were audited regularly to ensure people were receiving their calls at the correct times. One person said, "[Staff] always come on time." One relative said, "Happy with the care, it is regular, haven't been disappointed yet. Staff always turn up on time."

Newly employed staff members were required to complete an induction programme during which they received training relevant to their role. They worked alongside other experienced colleagues and were not permitted to work unsupervised until they were competent in their duties and were introduced to the people they were supporting. Staff received training in areas such as safeguarding, medicines, health and safety and moving and handling. One staff member told us, "I am really happy here this is a really good company. They provide us with regular training and I feel confident in my skills."

Staff had 'one to one' supervision meetings where they had the opportunity to review and discuss their performance. One staff member told us, "I have had supervisions." Staff told us that the registered manager

was approachable. They confirmed they had the opportunity to attend meetings and staff we spoke with felt they had a voice and that the registered manager listened to them. We saw the registered manager had a system in place to ensure staff received supervisions and appraisals on a regular basis.

Staff helped, supported and encouraged people to eat a healthy balanced diet that met their needs. People required different levels of support. One staff member told us, "We support people with their meals and encourage them to be involved." One person commented, "[Staff] do the shopping for me and they used to cook my dinners but I can do it now."

People's needs were reviewed and documented to ensure that the care and support provided helped them to maintain the best physical, mental and emotional health. Staff liaised with appropriate health and social care services if they felt there was a change in people`s condition. Staff confirmed if people were unwell or their needs changed they would inform the office and family to ensure the correct support was in place. We saw from care plans other professionals were involved with people's care.

Is the service caring?

Our findings

People were cared for and supported in a kind and compassionate way by staff that knew them well and were familiar with their needs. One person told us, "This is our third care agency and they are the best." A relative said, "Staff are always caring and respectful."

Staff supported people with dignity and respected their privacy. Staff told us how they promoted people's dignity and respect by closing doors and good communication. One staff member said, "When we go to the bathroom I close the doors and cover the person up and we always talk about what we are doing." Staff told us they had positive and caring relationships with people they supported and were knowledgeable about their individual needs and preferences. One staff member said, "I communicate in their language and I always discuss what we are doing." One relative commented, "Yes they [staff] always treat [person] with respect."

People and their relatives confirmed they were involved with their care. One relative commented, "We have been involved with care plans and receive regular updates." Staff demonstrated they knew people well. One staff member said, "We make time to chat. It's important to talk to people, at the end of the day they [people] look forward to talking with us. We make sure they are happy, we have a good relationship." People we spoke with were all very complimentary about the service they received and about staff. People views were regularly sought by staff.

Confidentiality was maintained by staff and information held at Bees Care Limited about people's health, support needs and medical histories was kept secure.

Is the service responsive?

Our findings

People who used the service received personalised care and support based on their individual needs and took account of their preferences and personal circumstances. For example, if they preferred male or female staff to offer them personal care.

People received information about the service. In addition, people told us they received care and support that met their individual needs. We saw evidence from the registered manager that demonstrated that people were supported to be independent. For example, one person's additional care at lunch times had been stopped as the person had been supported and encouraged to be more independent. The registered manager said, "This was an excellent outcome for all involved." We found there was good guidance for staff in care plans to enable staff to provide support. People and relatives, we spoke with confirmed they were happy with their care. One person said, "I feel comfortable and happy with the care I am getting." A relative commented, "The care is really good."

People received care, treatment and support from staff that had guidance about people's health and care needs. People's identified needs were documented and reviewed to ensure they received appropriate care. For example, guidance on how people required their support. This included support with their medicine, mobility and personal care needs. People and relatives confirmed they were involved in their care plan reviews. People were supported to have their say and the registered manager told us that there were regular reviews and spot checks where people views were sought to ensure people were happy with the service. One person said, "The office phones me and ask how I am." People had also had the opportunity to feed back their views in surveys and these were also available in easy read format with pictures to support people's independence.

There was a complaints procedure in place and people told us they knew how to raise concerns. People were aware of how to make a complaint should they need to. However, everyone we spoke with told us that they were very happy with the service. One person said, "I have no complaints." Another said, "If I had concerns I know who to contact." One relative commented "If I had any concerns I know who to call; we have a list of contact details. The [registered manager] is approachable but we have had no concerns." We looked at the complaints folder and there had been no complaints. However, one relative told us that they had an issue with one staff member and had communicated this to the registered manager and the situation was resolved. We spoke with the registered manager about this and explained that all concerns needed to be documented and the registered manager told us they would be doing this in the future. We saw there was positive feedback from people, relatives and professionals about the support and care people received. One comment from a professional stated that they were impressed with the caring attitude of staff and their knowledge and skills around moving and handling.

Is the service well-led?

Our findings

People who used the service told us that the service was well led and they felt listened to. One person said, "I am happy with the service. A relative said, "The communication is good and I know who to contact if I need to."

The registered manager was also the registered manager they were knowledgeable about the people who received support and were also hands on and available to provide support if required. They ensured that staff had the tools, resources and training necessary to meet people`s needs. The registered manager was clear about the values and the purpose of the services provided. The registered manager told us, "We are like a family, we are here for the people."

There were systems in place to monitor the quality of the service. We saw that the registered manager had completed audits of the service to identify where improvements were needed. There were action plans in place to make improvements. For example, the way calls were monitored had improved to ensure that people received their calls on time. Another example we saw was about the MAR sheets were changed to assist the staff and improve the way staff completed them. Audits demonstrated that the system in place for MAR sheets had worked and the required improvements were made. The registered manager talked about their plans for increasing the numbers of people they supported however making sure that everything was in place before starting a new package.

Staff were positive about the registered manager of the service and felt there was strong leadership. One staff member said, "The communication is really good. There is always someone at the end of the phone if you need support." The registered manager was clear about their vision regarding the purpose of the service, how it operated and the level and type of support provided to people. They had enough staff to meet people's needs and were actively recruiting. The registered manager had applicants on their books waiting to start when the opportunity became available. The office staff were knowledgeable about the people who used the service and about their needs, personal circumstances.

The registered manager felt supported by their staff. They told us they had regular meetings to talk about any concerns or ideas they had, there was lots of daily communication. The registered manager also told us they received support from their governors. They were supported by organisations that provided policies and procedures designed for Bees Care Limited. They also met with another manager from a similar company that provided care. They were keeping up to date with best practice and part of their improvement plan was to have independent audits to ensure they were meeting best practice. The registered manager told us this would commence within the next couple of months and had identified a company to help with this.

The registered manager confirmed they had a good team around them. There was a clear staff structure in place and staff were aware of their roles and responsibilities. The registered manager had a clear vision on where they wanted Bees Care Limited to be and had an action plan in place on how they were going to achieve this. There was an out of hour's service operated for people to ensure that people had support when

required.

The registered manager had reached out to the community to ensure the community were aware of who Bees Care Limited were and the support they offered if required. They held a quality and diversity day at the local community hall to meet people. The registered manager also explained they helped and guided people towards the right support as not everyone in the community was aware how to access and what support was available for them. They also held a Bees Care open day. The registered manager told us that the event had been a success.

The registered manager held regular meetings with staff and ensured that staff discussed at least one of the company's policy at each staff meeting to ensure staff were knowledgeable. Surveys had been sent to people, relatives and staff to gain feedback about the service and the next surveys were due to be sent out soon as the registered manager was looking forward to seeing how they had improved. Newsletters were sent to people monthly to make people aware of what was happening in the service. For example, new staff joining, events and useful information such as heat and heat stroke exhaustion signs and symptoms and the importance of good hydration. The registered manager had also recently introduced carer of the month and the dignity champion of the month reward for staff as they felt it was important to recognise the hard work of all the staff.