

You-Cas Limited

YOU-CAS Limited

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

YOU-CAS Limited is a domiciliary care agency. It provides personal care to people living in their own homes. At the time of this inspection six people received the service.

Not everyone using YOU-CAS Limited receives regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

At the last inspection we identified that management systems in the service were not effective and this had resulted in a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 relating to record keeping and governance of the service. The service was rated as requires improvement in relation to the question: is the service safe? And Is well led? And was rated good for is the service caring, is the service responsive and is the service effective? At that inspection the service received a rating of requires improvement overall.

Following the last inspection, we asked the provider to complete an action plan to show what they would do and by when to improve the key questions is the service safe? Is the service effective? Is the service responsive? And is the service well led? to at least good. We received an action as requested 10 November 2017.

The aim of this inspection was to carry out a comprehensive review of the service and to follow up on the requirement notice that were made at the previous inspection in August 2017. At this inspection we found that improvements had been made, and that the regulations had been complied with.

This announced inspection site visit activity started 10 September 2018 and ended 14 September 2018. It included visiting the registered location (the office) to see the registered manager, staff and to review records, policies and procedures. We visited people in their own homes with the member of staff providing their care on 10 September 2018.

There was a registered manager for the service. 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.

People told us that staff were professional, caring and friendly, treating them as individuals and respecting their wishes regarding care. Without exception they said that staff understood and provided the care and support they needed.

People's care and support was planned proactively in partnership with them and, where appropriate, their families and representatives. Staff had a good understanding of people's care plans, which were thorough

but straightforward to follow.

Staff understood the need to gain consent and followed legislation designed to protect people's rights and freedoms.

Medicines were managed safely.

Risks to individuals were assessed and monitored. When incidents took place, the registered manager reflected on the events to ensure learning was embedded for future practice.

Appropriate checks were made before staff started to work to make sure they were suitable to work with people.

Staff told us they felt supported in their roles and had received training that provided them with the necessary knowledge and skills.

There was a complaints policy in place which people felt comfortable using if they had concerns.

Management and quality assurance systems had been implemented to monitor the quality of care and support that people received.

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 supported by sufficient, safely recruited staff with the right skills and knowledge to meet their individual needs.

Risks to people's safety were assessed and managed effectively.

Medicines were managed and administered safely.

Is the service effective?

Good ●

The service was effective.

Staff had the knowledge necessary to deliver the care to people as they expected and needed.

Staff benefitted from training, induction and programme of supervision, which helped staff remain effective.

Staff understood the need to gain consent and followed legislation designed to protect people's rights and freedoms.

Is the service caring?

Good ●

The service was caring.

People received care from staff who cared about them and liked and respected them. Staff developed relationships with people and took the time to get to know them individually.

People and their relatives were listened to and felt involved in making decisions about their day to day care.

Is the service responsive?

Good ●

The service was responsive.

People told us they received personalised care from staff who understood their care needs well.

The service was flexible and responsive to changes in people's needs.

Concerns and complaints were investigated and responded to in good time by the provider.

Is the service well-led?

The service was well led.

The provider had created a positive, open and supportive culture which placed staff and people at the heart of the service.

Staff felt well supported by the management team and felt comfortable to raise concerns if needed and felt confident they would be listened to.

Good ●

YOU-CAS 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 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 10 September 2018 and was announced. We announced this inspection to ensure people could be contacted and asked to take part in our inspection.

Before the inspection, we reviewed the information we held about the service; this included information we had received from third parties. We received positive feedback from two health and social care professionals.

As part of the inspection we spoke with four people and seven relatives to find out about their experiences of the care and support they received. We spoke with three care workers, the registered manager and a director.

We reviewed a range of records which included care and support plans and daily records, four staff records relating to training, personnel files and the staff duty rosters. We saw policies and procedures and quality monitoring documents.

We requested further information from the manager related to the management of the service and we received this as requested.

Is the service safe?

Our findings

At the last inspection we found shortfalls relating to record keeping which meant people were not always safe.

Following the last inspection, the registered manager had reviewed and improved the systems in place for ensuring records were maintained and reviewed to ensure they were accurate and complete.

We asked people if they felt safe with the care staff. People replied, "yes absolutely, they help me and support me, and are there when I need them."

People were kept safe by staff who understood their role and responsibility regarding safeguarding procedures. Staff spoke knowledgeably about protecting people from abuse and how to recognise the different signs of potential abuse. The registered manager had made relevant referrals regarding safeguarding concerns and there were policies and systems in place which provided clear guidance for staff.

Risk assessments were in place to support people to remain safe whilst retaining as much independence as possible. People's risk assessments reflected their abilities and included how people wished to be supported.

Staff signed in and out of their visits through an app on their mobile phones. Care staff told us the system worked well and if people needed more time to receive their care and support safely this was then scheduled.

There were arrangements in place to keep people safe in an emergency. There was an out of hours call system in place for people who used the service and staff to contact in emergencies or where they needed additional support. The provider had completed a risk rating on each person to ensure people were prioritised safely in the event of an emergency.

People confirmed there were enough staff with the right skills and knowledge to support and meet their needs.

We looked at the recruitment files for three recently recruited members of staff and found that the relevant checks had been completed before staff started working at the service. These checks included up to date criminal record checks, photographic confirmation of identity, full employment histories, fitness to work statements and previous employment references.

People's medicines were managed and administered safely. Staff were trained in administering medicines and their training was updated regularly to ensure they remained competent to administer medicines. Staff had spot checks completed on them which included medicine administration and infection control procedures. People told us care staff helped them with their medicines which ensured they received their medicines safely and when required.

Staff were supplied with their personal protective equipment such as gloves and aprons to ensure they were able to care and support people safely. People confirmed care staff wore their personal protective equipment which ensured the risk of cross infection was minimised.

Is the service effective?

Our findings

There was a system in place to assess people's health and care needs to ensure they received effective support. Initial assessment visits outlined specific care needs tailored to each person which reflected their individual health needs and preferences. People received regular reviews and their care plans and records were updated when required to reflect their ongoing care and support. A relative told us YOU-CAS Limited "treats us as equal partners in planning, developing and monitoring care to ensure it meets our needs."

People were supported with their health care needs and any changes in their health were discussed with them and a referral to their GP or other health care professionals were made if required. Staff made relevant, timely referrals to external services which ensured people received effective continuous care and support to maintain or improve their on going health care needs.

People were supported by staff who had received a range of training to develop the skills and knowledge they required. Staff completed an induction and training programme which focused on all areas of training and development for staff. Staff undertook the Care Certificate during their probation period. The care certificate is a nationally recognised training programme that sets out the knowledge, skills and behaviours expected of specific job roles in health and social care. Staff explained they had shadowed a more experienced staff member for a while before they started to care and support people on their own.

We asked staff for their views on the training they had received recently. Two members of staff said the training was relevant, up to date and their understanding was always assessed. There was a clear system which showed what training courses staff had completed and which courses were scheduled for the future. Training completed by staff included safeguarding, diabetes, autism, moving and handling, medicine management, Dols and The Mental Capacity Act 2005.

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 had a good awareness of the MCA and how it affected their work and had all received training in The Mental Capacity Act 2005. People and their relatives were involved in care planning and their consent was sought to confirm they agreed with the care and support provided.

Staff told us they felt very well supported by the management team, and described the registered manager as being "good and fair". Staff received regular support and guidance through a variety of methods. These included one to one supervision sessions, observation visits, annual appraisals and competency assessments. Staff told us they found supervision meetings supportive and helpful.

Care plans gave clear guidance on how people would like their meals prepared for them and what drinks they liked. Care plans outlined any eating and drinking risks people may have and gave clear guidance for staff on supporting people with their nutrition. One person said they like staff to support them to prepare and cook at least one meal a week. Records we saw confirmed this.

Is the service caring?

Our findings

All the people we spoke with praised the staff and the service they received from YOU-CAS Limited.

Staff spoke knowledgeably about treating people equally and fairly and ensuring people were given choice around all aspects of care they received.

Records showed staff had received diversity and equality training. One member of staff said they found the training "valuable."

Staff knew people well and gave good examples of how they ensured people's respect, privacy and dignity was maintained, such as ensuring curtains and bedroom doors were closed when people were being supported with personal care. People were supported to maintain their independence as much as possible. During our visit people were being supported to go shopping. We saw how people were supported to go on holiday independently if they wished.

People's wishes were respected with the daily choices they made. They described how staff respected their privacy at all times, and said staff asked their opinion on how they preferred their support to be given. People's different cultures and religious beliefs were recognised and respected.

Is the service responsive?

Our findings

People told us care staff knew how they preferred their care and support to be given. One person said "all of the staff know me very well, and recognise when I'm not well."

Before people started to receive support from YOU-CAS Limited, their needs were assessed. This meant the service could be sure they had staff with the right knowledge, skills and experience to provide people with safe and effective care and support. People and relatives told us they had been involved in compiling their care and support records. This ensured care records contained personalised information that enabled care staff to care for people as they preferred.

During our visits to people we reviewed their care plans which were kept in their home. People confirmed that staff updated their care records when their care needs changed. Care plans were clearly written, detailed and gave good explanations for care staff regarding how people would like their care and support to be given.

People received their specific care and support as outlined in their care plans. The service supports people who receive input from the Community Mental Health Team. We saw information had been shared with the CMHT; such as behaviour monitoring and how successful motivational strategies had been, this showed the service was monitoring, reviewing and ensuring the person was receiving the appropriate level of support they needed.

We looked at how the provider complied with the Accessible Information Standard. The Accessible Information Standard is a framework put in place from August 2016 making it a legal requirement for all providers to ensure people with a disability or sensory loss can access and understand information they are given. The registered manager explained people had used advocacy services and they had been offered independent advice about direct payments. This helped people to gather information to enable choice and knowledge.

People told us they knew the procedure if they needed to complain. The provider had a clear complaints, suggestions and compliments policy that was included in people's welcome pack. One relative told us "The staff that have come to my home to care for my mother, have been approachable and when I have made suggestions or asked things they have responded positively. To date I haven't had any concerns to raise with anyone, but based on the responses I've had I feel that concerns would be dealt with efficiently."

The provider had a system in place to ensure people were protected from discrimination. Staff spoke knowledgeably regarding the providers' equality and diversity policy that ensured people and staff were treated equally and fairly.

At the time of this inspection no one was being supported at the end of their lives, however care plans included clear guidance on how they would like to be treated when they were nearing the end of their life.

Is the service well-led?

Our findings

At the last inspection we identified that management systems in the service were not effective and this had resulted in a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection we found that improvements had been made and the Regulation 17, regarding good governance the safe care and treatment of people had been complied with.

Following the last inspection, the registered manager had reviewed the systems that had been in place. Many new audits had been implemented including audits of medicines, care plans, accidents and incidents, falls and infection control. A tracker of staff training had also been created to demonstrate the training staff had received and when further training was due.

Record keeping at the service had improved: entries in records were signed and dated and handwritten entries were easier to read and understand. Details of entries in records had improved and staff signed to confirm attendance at training events, staff meetings and supervisions

The service had an open, honest and supportive culture. People and staff told us they felt the service was well managed and with a clear, management structure and management team that were approachable and supportive. Staff felt very supported in all areas of their roles and commented very positively on the management team, and of the recent opportunities for career development within the service. This included staff being promoted to senior roles. Staff described the opportunities for social events for staff and people who use the service had attended. They said they had been "great at promoting socialisation for both staff and people and was really inclusive and beneficial to all who attended." The registered manager recently attended an external training course designed to help people understand key LGBT issues, and how to create an inclusive working environment. The registered manager then cascaded the training to the staff team.

The registered manager is a member of Home Carers Association, and attends seminars arranged by Partners in Care in order to keep up with current practice.

People's experience of care was also monitored through completion of regular spot checks and competency observations carried out on care staff. These reviewed the way the care staff provided care and support and ensured staff gave a consistent standard of care and support to people.

Staff were knowledgeable about the providers whistleblowing policy, which was in line with current legislation.

People and staff consistently told us communication within the service was good. Records showed people rang the office frequently, often for emotional support and reassurance. Meetings were held regularly and copies of the minutes were made available for all staff. This ensured staff who had not been able to attend the meeting were kept informed of all actions agreed.

The registered manager described how "proud" they were of YOU-CAS Limited being able to provide the opportunity for volunteers to support the people who use the service. One of the volunteers described how this gave them a "purpose" and that they are "kept busy" which was very important for their welfare.