

Your Care Solutions Limited

# Your Care Solutions Ltd

## Inspection report

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### Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Inspected but not rated
Is the service caring?	Inspected but not rated
Is the service responsive?	Inspected but not rated
Is the service well-led?	Good ●

# Summary of findings

## Overall summary

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the provider.

### About the service

Your Care Solutions is a small domiciliary care company whose office is located on the outskirts of Bolton Town Centre. At the time of our inspection 26 people were using the service.

Not everyone who used the service received personal care. 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 felt safe and systems were in place to help safeguard them from the risk of harm or abuse. Appropriate risk assessments were completed and updated as required. Staff were recruited safely and there were sufficient staff to meet people's needs. People received their medicines in a safe and timely way.

The service had managed well during the pandemic and appropriate procedures were followed to help prevent and control the spread of infection.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People felt they were well treated and the care staff were kind and respectful. The service encouraged people to be fully involved in all aspects of their care provision. People were treated as individuals and the service responded flexibly to people's circumstances.

People who used the service, and staff, told us the management were helpful and supportive. Customer satisfaction surveys were sent out regularly and indicated a high level of satisfaction from people who used the service, their relatives and other professionals. The service worked well with health and social care partners and made appropriate referrals to help ensure people had all appropriate interventions.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 4 August 2017).

### Why we inspected

This was a planned pilot virtual inspection. The report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the Provider.

The pilot inspection considered the key questions of safe and well-led and provide a rating for those key questions. Only parts of the effective, caring and responsive key questions were considered, and therefore the ratings for these key questions are those awarded at the last inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Your Care Solutions Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we have not reviewed all of the key lines of enquiry (KLOEs) in relation to effective.

Inspected but not rated

### Is the service caring?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we have not reviewed all of the key lines of enquiry (KLOEs) in relation to caring.

Inspected but not rated

### Is the service responsive?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we have not reviewed all of the key lines of enquiry (KLOEs) in relation to responsive.

Inspected but not rated

### Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good 

# Your Care Solutions Ltd

## Detailed findings

### Background to this inspection

#### The inspection

As part of a pilot into virtual inspections of domiciliary and extra-care housing services, the Care Quality Commission conducted an inspection of this provider on 17 November and 8 December 2020. The inspection was carried out with the consent of the provider and was part of a pilot to gather information to inform CQC whether it might be possible to conduct inspections in a different way in the future. We completed this inspection using virtual methods and online tools such as electronic file sharing, video calls and phone calls to gather the information we rely on to form a judgement on the care and support provided. At no time did we visit the provider's or location's office as we usually would when conducting an inspection.

#### Inspection team

The inspection was carried out by an inspector, a medicines 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 homes.

The service had a manager registered with the Care Quality Commission. 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.

#### Notice of inspection

We gave the service a short period notice of the inspection. This is because the service was taking part in the pilot into virtual inspections and we needed to gain their consent to be part of this.

#### What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all this information to plan our inspection.

During the inspection

We spoke with four people who used the service and received feedback from one relative about their experience of the care provided. We spoke with the registered manager and two members of care staff.

We reviewed a range of records. This included two people's care records and three people's medication records. We looked at two staff files in relation to recruitment and two examples of staff supervision and appraisal. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- There were appropriate and up to date systems in place to help safeguard people from the risk of abuse.
- Safeguarding concerns had been addressed and escalated as required.
- Staff were aware of the safeguarding systems and were confident they would recognize any concern and report this in a timely way. Staff told us they would not hesitate to whistle blow if they witnessed any poor practice. One staff member said, "I am confident about safeguarding and if I reported something it would get sorted out".

Assessing risk, safety monitoring and management

- People told us they felt safe with the service. One person told us, "I am entirely happy. I am safe. The carers, with my permission, come in using the key safe."
- Appropriate individual risk assessments were completed and updated as required.
- Thorough risk assessments were in place with regard to the pandemic. The service ensured they considered the impact of Covid-19 on people or staff who may be at higher risk.

Staffing and recruitment

- The staff files we looked at included all relevant information to ensure people were recruited safely.
- Staffing was consistent for people using the service. One person said, "I know them all and they only vary a bit. As a rule, they are on time and if one can't come they let me know of anyone else coming."
- Staff told us the staffing levels were sufficient. One staff member said, "We don't struggle to cover for sickness or leave. We have time to do all the tasks needed."

Using medicines safely

- People were supported to receive their medicines safely.
- Staff received training in the safe handling of medicines.
- The registered manager checked staff were competent to give medicines safely.
- Detailed medicines policies and procedures were available to staff.

We recommend the service ensures the policies refer to best practice guidance for domiciliary care agencies.

Preventing and controlling infection

- All appropriate policies, procedures and guidance were in place. Staff were aware of the guidance and any updates were communicated to them promptly.
- There had been no shortage of personal protective equipment (PPE) during the pandemic and staff had been made aware of the correct use of PPE.

- The registered manager was carrying out regular spot checks to ensure staff were using PPE as required.
- People who used the service were aware of the need for PPE. One told us, "They [staff] all wear aprons, gloves and masks."

#### Learning lessons when things go wrong

- Accidents, incidents and safeguarding concerns were followed up with appropriate actions. The service used learning from incidents to inform improvement to service provision.

# 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.

At the last inspection this key question was rated as good. We have not reviewed the rating at this inspection. This is because this inspection was carried out as part of a DCA pilot inspection and only part of this key question was reviewed.

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 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.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty.

We checked whether the service was working within the principles of the MCA.

- Information was recorded around decision making. Best interests' issues were documented, and decisions made with the appropriate professionals and family members involved.
- Training in mental capacity and best interests had been completed by staff.
- Staff we spoke with were able to give examples of capacity issues and best interests decision making.

# 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.

At the last inspection this key question was rated as good. We have not reviewed the rating at this inspection. This is because this inspection was carried out as part of a DCA pilot inspection and only part of this key question was reviewed.

Ensuring people are well treated and supported; respecting equality and diversity

- There was an appropriate policy around equality and diversity and training had been completed by all staff.
- People felt they were well treated. One person said, "They [staff] are kind and caring and treat me with respect. I have no complaints." A relative told us, "They all treat [relative] with the utmost respect and dignity at all times. Where personal care is required, such as, showers and hair wash, [relative] is supported without feeling embarrassed".

Supporting people to express their views and be involved in making decisions about their care

- People were fully involved in care planning and reviews.
- Informal discussions with care staff and management took place regularly and formal reviews were completed with the input of people who used the service and their relatives.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. We have not reviewed the rating at this inspection. This is because this inspection was carried out as part of a DCA pilot inspection and only part of this key question was reviewed.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People felt the service was personalized and flexible. One person told us, "When I'm not well they [staff] have stayed a bit longer. They don't push me around and say they have got jobs to do. They go above and beyond the call of duty."
- A relative told us, "The company is always happy to work with us to provide the care we all feel [relative] needs. They have been very flexible when we have either needed additional care during difficult times or when we don't need the care".
- A staff member told us, "If we need extra time [with a person using the service] we speak with [registered manager] and she will sort it out with the person's social worker and/or family."

End of life care and support

- The service had supported people at the end of life in the past, but were not currently supporting anyone who was nearing the end of life.
- Staff had completed end of life training and understood the issues around this.

# 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.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. 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

- The registered manager was able to explain how inclusive the service was with people from all backgrounds, cultures and with any protected characteristics.
- People were supported to reach their full potential.

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

- The service responded positively to complaints and suggestions from people who used the service and their relatives.
- Notifications were submitted to CQC as required.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- Staff told us the management were helpful and supportive. One staff member said, "Management give good support. We have team meetings and supervisions and they are always on the end of the phone. Just ring and the registered manager will help out. Another staff member said, "The registered manager comes out on calls. She is a good, 'hands on' manager".
- Staff supervisions and appraisals were completed and actions followed up appropriately.
- A person who used the service said, "The manager has very high standards. One carer wasn't very good and the manager didn't keep her on. I have already recommended this company to other people in my flat complex"

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

- People who used the service felt the management and staff were very supportive. One person told us, "The manager will do a shift if they are short and she puts her full weight into it". Another person said, "Without fail they [staff] always get in touch with the manager if I'm not well and she comes around to sort things out, I don't need to ask, they always respond to my needs."
- Staff told us the manager was approachable. One staff member said, "You can speak to the office any time with issues or questions. There is always someone to speak to".

Continuous learning and improving care

- Spot checks were undertaken by the management at regular intervals, to ensure staff were providing care to a good standard.
- Customer satisfaction surveys were sent out regularly. People told us, "I got a survey a few days ago asking if I was satisfied with things and the way I was treated", and "I've completed a survey the other day. I would definitely recommend them".
- We saw surveys completed by people who used the service, relatives and other professionals. All were positive about the service. One person commented, "My [relative] and all the family are delighted with the care and service we receive".

#### Working in partnership with others

- The service worked well with health and social care partners and made appropriate referrals to help ensure people had all appropriate interventions.
- One health and social care professional said, "I have found [registered manager] and her carers to be extremely proactive. I would have no hesitation in recommending this care provider to other clients and colleagues."