

Worlta Health Care Ltd

# Worlta Health Care Ltd

## Inspection report

Unit 8, First Floor  
13-19, Lower Road  
Sutton  
SM1 4QJ

Date of inspection visit:  
07 August 2023

### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Worlta Health Care Ltd is a domiciliary care agency providing personal care. The service provides support to people living in their own homes. At the time of our inspection the service was providing personal care to 7 people.

### People's experience of using this service and what we found

People were safe using the service. The provider had systems in place to safeguard people from abuse. Staff had received relevant training and knew when and how to report safeguarding concerns to the relevant agencies.

Risks to people's safety were managed well. Staff understood how to manage risks to people to keep them safe.

There were enough staff to support people and meet their needs. Staff attended care calls on time. People were supported by regular staff, so that the care and support they received was consistent.

After our last inspection the provider had improved their recruitment practices to make these safer. They now undertook more thorough and appropriate recruitment and criminal records checks on staff, to make sure they were suitable to support people.

Staff followed current infection control and hygiene practice to reduce the risk of infection when providing care and support to people. Where the service was responsible for this, people were helped to take their prescribed medicines.

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

People's feedback confirmed they were satisfied with the care and support provided by staff. They told us staff were caring and treated them well.

After our last inspection, the provider had improved their governance system to make this more effective. There were now regular checks of recruitment practices to make sure these remained safe.

The provider monitored and reviewed the safety and quality of care and support provided to people. They checked with people that care and support was delivered to a high standard and continuing to meet their needs. The provider used these checks to support staff to continually learn and improve in their role.

The provider sought people's and staff's views about how the service could improve further and acted on their suggestions to make improvements.

There were arrangements in place to make sure any accidents, incidents and complaints would be fully investigated and people would be involved and informed of the outcome. The provider worked proactively with health and social care professionals to provide care and support that met people's needs.

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

#### Rating at last inspection and update

The last rating for this service was requires improvement (published 9 August 2022). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

#### Why we inspected

We carried out an announced comprehensive inspection of this service on 21 July 2022. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve fit and proper persons employed.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the key questions, safe and well-led, which contain those requirements.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Worlta Health Care 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, which will help inform when we next inspect.

# The five questions we ask about services and what we found

We always ask the following five questions of services.

|                                                                                                                            |                      |
|----------------------------------------------------------------------------------------------------------------------------|----------------------|
| <p><b>Is the service safe?</b></p> <p>The service was safe.</p> <p>Details are in our safe findings below.</p>             | <p><b>Good</b> ●</p> |
| <p><b>Is the service well-led?</b></p> <p>The service was well-led.</p> <p>Details are in our well-led findings below.</p> | <p><b>Good</b> ●</p> |

# Worlta Health Care Ltd

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

#### Inspection team

The inspection team consisted of 1 inspector.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because we needed to be sure that the registered manager would be in the office to support the inspection. We visited the location's office on 8 August 2023.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements

they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 2 people and 2 relatives about their experiences of using the service. We also spoke with the registered manager and 2 care support workers. We reviewed a range of records including 2 people's care records, records relating to staffing, recruitment, training, medicines management and other records relating to the management of the service.

# Is the service safe?

## Our findings

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

At our last inspection we rated this key question requires improvement. At this inspection, the rating has changed to good. This meant people were safe and protected from avoidable harm.

### Staffing and recruitment

At our last inspection, we found the provider had not carried out appropriate checks on staff to make sure they were suitable to support people. This was a breach of regulation 19 (Fit and proper persons) of the Health and Social Care Act 2008 (Regulated Activities).

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 19.

- Recruitment practices were now safe. After our last inspection, the registered manager had reviewed and improved the service's recruitment practices to make sure thorough and appropriate checks were undertaken on staff employed by the service.
- Staff records confirmed the provider was now undertaking all the necessary checks required to make sure staff were suitable to support people. This included Disclosure and Barring Service (DBS) checks on staff. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There were enough staff to meet the needs of people using the service. Staff rotas had been planned to ensure people were supported by a regular team of staff so the care and support they received was consistent.
- People told us staff were punctual and attended their scheduled care calls on time.

### Systems and processes to safeguard people from the risk of abuse

- People were safe using the service. One person told us, "I've got no complaints and I'm very happy with them." Another person said, "[Staff] make sure I'm safe at home." A relative told us, "One of the things that reassured me was when they were first working with my [family member], they were so calm and relaxed and reassuring, which was really important for my [family member] to help build trust."
- People had been provided information about how the provider intended to protect people from potential abuse. This included having processes in place to support staff to recognise and report abuse when this was suspected, and the service taking appropriate action in response.
- Staff had received training to safeguard people from abuse. Staff understood how to recognise abuse and how to report their concerns about this. A staff member told us, "If there were any concerns, I would report to the manager straight away and record this."
- The registered manager understood their responsibility to liaise with the relevant agencies if a safeguarding concern about a person was reported to them.

### Assessing risk, safety monitoring and management

- Risks to people's safety were managed well. People's records set out risks to their safety and what staff

should do to manage these, to keep people safe.

- Staff understood risks to people and gave us examples of how they helped people to stay safe when they were providing care and support. A staff member said about one person they supported, "I guide [person using the service] when they move and I make sure they have their walker and they are in the right position to move safely."
- Staff had been trained to deal with emergency situations and events in people's homes to help them take appropriate action to support people in these instances.

#### Using medicines safely

- Where the service was responsible for this, people received their medicines safely and as prescribed.
- People's records contained information about their medicines and how staff should support them to take them, as prescribed. Our checks of records showed people consistently received the medicines prescribed to them.
- The registered manager undertook competency checks on staff and audits on people's records to make sure staff administered medicines safely.

#### Preventing and controlling infection

- The provider managed risks associated with infection control and hygiene.
- Staff had received relevant training and followed current guidance to keep people safe from risks associated with poor infection control and hygiene. A staff member told us, "We have a lot of discussions about how to protect people and ourselves from infection risks."
- Staff supported people to keep their homes clean and hygienic to prevent the spread of infection. A relative told us, "They go above and beyond as they do things I don't expect them to do, like keep the place nice and clean and run the Hoover around which is always a nice surprise."
- The provider's infection prevention and control policy was up to date. The provider had plans in place to make sure that infection outbreaks could be effectively prevented or managed.
- Staff had been trained in food hygiene to help them reduce hygiene risks to people when preparing and serving food.

#### Learning lessons when things go wrong

- There were systems in place for staff to report and record accidents and incidents.
- Staff understood when and how to report and record accidents and incidents to the registered manager.
- The provider had arrangements in place to make sure any accidents and incidents would be investigated, and action taken to reduce the risk of these reoccurring.

#### 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 MCA 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.

- We found the service was working within the principles of the MCA.



# 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 our last inspection we rated this key question requires improvement. At this inspection, the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; continuous learning and improving care

- The provider's governance arrangements had been improved and were now more effective. After our last inspection, the registered manager had reviewed and updated monitoring systems to make sure recruitment practices were checked at regular intervals, to ensure these remained safe.
- The provider undertook regular reviews of people's care and spot checks on staff, to review their working practices and competency when undertaking their duties. Issues identified through checks were acted on, and staff were supported to learn and improve their working practices.
- The registered manager had the skills, knowledge and experience to perform their role, a clear understanding of people's needs and, since our last inspection, better oversight of the service. They were hands-on, providing care and support to people on a daily basis, leading by example. They understood and demonstrated compliance with regulatory requirements and best practice guidance.
- Staff had clearly defined roles and responsibilities and they delivered good quality support consistently. One person told us, "I am very happy with them. They are very good." Another person said, "[Registered manager] is very focused and he does the job well. I am quite happy with them." A relative told us, "They are very good, very kind and very considerate." Another relative said, "They are so caring and compassionate with my [family member]."

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The provider had clear expectations about the quality of care and support people should receive from the service. The registered manager made sure these had been communicated to people and staff. One person told us, "I like their style and approach to the job. I feel like [registered manager] goes that extra bit. He is genuinely very caring."
- People were informed of their rights and how these would be respected so that people were not discriminated against or treated unfairly due to their specific needs and circumstances.
- The registered manager checked with people regularly that the care and support being provided was meeting their needs and to the standard they should expect. A relative told us, "[Registered manager] rings me every now and then to ask how things are going and makes sure we are ok."
- The registered manager was accessible and available to speak with people, their relatives and staff when needed. A relative told us, "I feel listened to and they make me feel at ease. They work with me in terms of supporting my [family member]. Communication between us is excellent. They give me peace of mind." A

staff member said, "[Registered manager] is approachable and caring and always ready to listen. He believes that if staff are happy then they can provide excellent care to people."

- The registered manager kept people and staff well informed and up to date with any changes, as needed. A relative told us, "[The service] are very communicative and very informative. [Registered manager] keeps me updated about any changes."
- Staff felt respected, valued and worked well together as a team to ensure people's needs were met. A staff member told us, "The team work is very good and we all listen to each other which is really helpful. We make sure we tell each other what's going on."
- People and staff were provided opportunities to have their say about the service and how it could improve. The registered manager responded positively when suggestions were made.

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; working in partnership with others

- The provider had systems in place to investigate accidents, incidents and complaints and to make sure people would be involved and informed of the outcome.
- The registered manager understood their responsibility to provide honest information and suitable support and to apply duty of candour where appropriate.
- The provider worked in partnership with a range of healthcare professionals involved in people's care and support. They acted on their recommendations and advice to plan and deliver care and support that met people's needs and help them achieve positive outcomes.