C F Social Work 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

About the service
C F Social Work Limited is registered with the Care Quality Commission as a domiciliary care agency providing a service to children living in their own homes. Primarily they provide social work assessment and support services to children and families. However, on occasion they can support children with personal care.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to eating and with personal hygiene for example nappy changing and toilet training. Where they do, we also consider any wider social care provided. At the time of the inspection there was 12 children using the service but only one child who was being supported with personal care.

People's experience of using this service and what we found
The service worked in partnership with children, families and other professionals to achieve individualised, person-centred care. Feedback about the care and support C F Social Work Limited provided to people was complimentary.

Staff treated children, young people and their families with compassion and kindness, respected their privacy and dignity and took account of their individual needs. Where needed staff provided emotional support to children, young people and their families.

Staff understood how to protect people from potential harm, and managed safety well. Risks associated with people's care was well managed, and in line with legislative requirements and recognised best practice guidelines. The leadership team managed safety incidents well and learned lessons from them.

People were supported by a staff team who were safely recruited,trained and supported in their role. Staff spoke positively about the leadership and management of the service.

People received continuity of care; visits were at the times they expected, for the length of time agreed and from staff they knew.

Staff followed good infection prevention and control practices to keep people and themselves safe. Systems were in place for the safe management of medicines.

The care records were detailed and person centred, they promoted choice and guided staff on how to support individuals safely and encourage their independence. These were assessed regularly and updated accordingly when needs changed.

Staff understood the importance of gaining consent from people. People were supported to have maximum choice and control of their lives and care staff supported them in the least restrictive way possible and in

their best interests; the policies and systems in the service supported this practice.

Systems to monitor the quality and safety of the service were in place. Quality monitoring systems allowed for effective monitoring of the service by the provider.

This was an 'inspection using remote technology'. This means we did not visit the office location and instead used technology such as electronic file sharing to gather information, and video and phone calls to engage with people using the service as part of this performance review and assessment.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection
This service was registered with us on 20 October 2020 and this is the first inspection.

Why we inspected
This service had not previously been inspected and we wanted to check that people were receiving safe care and support.

Follow up
We will continue to monitor information we receive about the service using our monitoring system and will inspect when this is indicated.

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.	**Good**
Is the service effective? The service was effective.	**Good**
Is the service caring? The service was caring.	**Good**
Is the service responsive? The service was responsive.	**Good**
Is the service well-led? The service was well-led.	**Good**

C F Social Work Limited

Detailed findings

Background to this inspection

The inspection
We carried out this performance review and assessment under Section 46 of the Health and Social Care Act 2008 (the Act). We checked whether the provider was meeting the legal requirements of the regulations associated with the Act and looked at the quality of the service to provide a rating.

Unlike our standard approach to assessing performance, we did not physically visit the office of the location. This is a new approach we have introduced to reviewing and assessing performance of some care at home providers. Instead of visiting the office location we use technology such as electronic file sharing and video or phone calls to engage with people using the service and staff.

Inspection team
The inspection was carried out by an inspector.

Service and service type
This service is a domiciliary care agency. It provides personal care and support to children who live with their families in their own houses and flats.

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 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be available to support the inspection.

Inspection activity started on 4 February 2022 and ended on 21 February 2022.

What we did before inspection.
We sought feedback from the local authority and professionals who work with the service. We reviewed our systems and information we held about the service. 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 took all this information into account when we inspected the service and made the judgements in this report.

During the inspection
This performance review and assessment was carried out without a visit to the location's office. We used technology such as video calls to enable us to engage with people using the service and staff, and electronic file sharing to enable us to review documentation.

Inspection activity took place on 4, 8, 9, 16, and 21 February 2022. During this time, we reviewed records securely sent to us by the service including the care records of one child who was receiving personal care and records relating to staff recruitment, training, complaints, policies and procedures and audits.

We spoke with the registered manager, and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We spoke with three members of staff and received electronic feedback from one relative, four members of staff and two professionals who work with the service.

Good

Is the service safe?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff had received safeguarding training. This included how to protect children, young people and their families from abuse and potential harm. The service worked well with other agencies to do so.
- Staff understood how to recognise and report abuse including concerns about children's safety and welfare and they knew how to apply it. A member of staff commented about their safeguarding training, "It taught me the signs and indicators of abuse, neglect, exploitation and other forms of maltreatment that I should be aware of as someone who works around children and with children."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Staff kept detailed records of children and young people's care and support. This included risk assessments, which showed how the risks in their lives were assessed and mitigated. These were kept under review and updated where required.
- There were policies and procedures in place relating to the safe provision of care and support.
- A system was in place for accidents and incidents to be recorded and analysed for any themes and trends. This meant that lessons could be learned, and the risk of reoccurrence minimised.

Staffing and recruitment

- There was sufficient staff to ensure planned visits were completed. At the time of the inspection there had not been any missed visits.
- The registered manager and nominated individual were able to monitor when visits had taken place. They were also trained in care and could undertake visits, for example, if there was a short notice absence.
- Recruitment checks and processes were in place to ensure only staff suitable for the role were employed. Pre-employment checks included obtaining references and checks with the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and helps prevent unsuitable people from working in care services.

Using medicines safely; Preventing and controlling infection

- At the time of the inspection the service was not supporting people with their medicines. However, we saw that the provider had appropriate policies, procedures, and training in place to support the safe administration of people's prescribed medicine; where that support was required.
- The provider had policies and procedures in place relating to infection control and COVID-19.
- Staff received training in infection control and were provided with personal protective equipment (PPE). A member of staff said, "Yes, I have plenty of PPE and if I need any I can either go to the office to collect or these are posted to me."

- There was a programme of testing for staff which was in line with government guidance.

Good

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.

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- An assessment of a child's needs with involvement from their family where appropriate was undertaken prior to them using the service and was used to inform their care plans and risk assessments. These were completed in line with recognised best practice and current legislation.
- Staff protected the rights of children and young people in their care. The care records seen were detailed, were kept under review and updated when needs changed. Where appropriate there was input from the child, young person and or their families/ representatives.

Staff support: induction, training, skills and experience

- Staff received the required training, and had the necessary skills, to carry out their roles. A staff member told us, "Training is always updated, and extra training offered, which I have always been grateful of to improve my knowledge. The [management] team are also really helpful for on the spot advice and guidance which is so reassuring. The company offers a lot of extra training to enhance my skills."
- New staff received an induction which included training, assessed shadowing with more experienced colleagues and completing the Care Certificate. This is a set of induction standards that staff should be working to.
- Staff were encouraged and supported to professionally develop through ongoing training, supervisions and appraisals with opportunities to achieve qualification in care available. A member of staff told us, "I've had consistent supervisions. Each time I have had one they have been very informative and helpful."

Supporting people to eat and drink enough to maintain a balanced diet; Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- At the time of the inspection staff were not required to prepare any meals. However, staff had knowledge of children's diets and where required staff checked and recorded if children and young people were eating and drinking enough to support development and their health.
- Where staff identified concerns with children's nutritional needs they sought advice from relevant agencies and incorporated this guidance into the care plans.
- The registered manager shared numerous examples with us of how they coordinated care with other services and providers including social workers, healthcare workers and the family court. One professional commented, "There is good dialogue between the [registered manager] and the staff and records are always updated and recorded on the person's files."

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 and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- The MCA only applies to people aged 16 or over. All the people using the service were under this age and as such were not subject to the requirements set out in this legislation. However, the service worked closely with relevant agencies involved with the care and support of children, young people and their families. This included family court where required.
- Staff had received training in MCA and were aware of the legal requirements. They shared examples of seeking consent from people and also followed the values of ensuring the person was able to make daily choices.

Good

Is the service caring?

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.

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- Staff had received training in MCA and were aware of the legal requirements. They shared examples of seeking consent from people and also followed the values of ensuring the person was able to make daily choices.

Good

Is the service responsive?

Our findings

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

This is the first inspection for this newly registered service. This key question has been rated Good. This meant people's needs were met through good organisation and delivery.

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

- The service was inclusive and took into consideration children, young people and their families' individual needs and preference and planned the care and support accordingly.
- People received personalised support from staff who knew them well. Each person had a consistent team of staff to support them and their family.
- Staff told us people's care plans contained information that was appropriate and accurate about their needs. One member of staff said, "The care records are very relevant and informative. Contact details and other professionals involved are also added. If I need more or feel I am unsure my concerns are always taken on board and the relevant information requested and given to me."
- We noted throughout the care records the language used valued and respected people. There were prompts for staff to seek consent, where appropriate to encourage people to make choices and to support families to encourage their children to be as independent as possible.

Meeting people's communication needs Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The registered manager was aware of their responsibilities under the AIS and told us that any information could be provided in other languages and or in alternative formats such as audio recordings and braille should these be required. They told us of times where pictures were used by staff to convey key information to children to aid understanding.
- People's care records included information of how they communicated and guidance for staff on how to communicate with people effectively.

Improving care quality in response to complaints or concerns

- There was a complaints procedure in place, and we saw complaints were responded to and addressed in line with the provider's procedure. The registered manager told us how they encouraged feedback on the service from families and where appropriate young people and professionals to improve their experiences.
- As well as a complaints system the registered manager logged any concerns that came in and these included actions they had taken in response to the issues raised.

Good

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.

This is the first inspection for this newly registered service. This key question has been rated Good. 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; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service had a a clear vision to ensure the safety and wellbeing of children and young people. This was delivered by compassionate staff, who supported one another in their team ethos. One staff member told us, "It's all about the child, that is what matters. We support and work with the families in the best interests of the child."
- We sampled a range of feedback forms from families about the service C F Social Work Limited had provided. These expressed their appreciation for the care and support given by staff and how this had benefited their families. One relative shared with us that 'the staff were calm and supportive' and had helped their family to implement 'good routines."
- Planned assessments checked that the service was able to meet people's needs prior to accepting the care package. Ongoing reviews included people who used the service and where appropriate their relatives to identify how they wanted their care delivered and to ensure it was person-centred.
- Feedback from staff about their experience of working for the service was positive. One member of staff said, "My overall experience of working at CF Social Work Limited has been very positive. I have fully enjoyed the cases I have worked on with my colleagues. It can sometimes be tough and tiring, but it's very rewarding and we are fully supported at all times, especially by [registered manager]."
- There was a transparent and open culture where staff felt able to speak to one another and the management team if they needed guidance and support. One member of staff said, "I thoroughly enjoy working for C F Social Work Limited, the service they provide for staff is fantastic. I feel included at all times and am treated fairly and with respect. I feel I am listened to and my opinions and suggestions taken on board. Staff always have time to speak to me which make me feel very included and valued."

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

- There was an established leadership structure in place with the ability to run the service. They understood and managed the priorities and issues the service faced. They were visible and approachable in the service for children, young people, their families and staff.
- Staff were complimentary about the support from the management team and said that they were available and approachable at any time. One member of staff said, "Registered manager and the nominated individual] have been at my beck and call on multiple occasions when I've needed support. [Registered

manager] has consistently been available for me to talk to when I've had some very stressful experiences and has always spoke through the situation with me , which always results in some very helpful reassurance and advice being provided."

● Staff understood their roles, responsibilities and duties. Staff performance was monitored through regular one to one supervision and competency checks to ensure they were working to the standards expected.

● There were systems in place to monitor and review the quality of the service. This included checks and audits for example, on staff files and care records. Audits of the service were completed to ensure the provider was meeting peoples' needs and the service being delivered was to a high standard.

● Where issues were identified the registered manager made sure that these were addressed immediately, and processes put in place to prevent any future re-occurrences.

● The registered manager understood their responsibilities in relation to the duty of candour regulation and was able to discuss how they would meet this requirement.

Continuous learning and improving care; Working in partnership with others

● The management team shared with us the challenges of opening a new service during a pandemic. They had recognised the need to keep up to date with the latest government guidance on COVID-19 and had adapted accordingly.

● Audits were used to identify areas of improvement and an action plan developed in response and updated accordingly.

● Spot checks on staff took place to monitor how staff were providing care, timeliness of calls and the approach to children, young people and families.

● Staff and the management team worked closely with the relevant professionals involved in the children's lives, often coordinating the different input to ensure children had the care and support they needed to maintain their health and wellbeing. One professional told us, "I have no concerns to raise with regards to the service provided by CF Social Work in terms of the [processes involved] and the way this is managed. Oversight by senior staff is available on a 24-hour basis who remain in close contact with Local Authority social workers and management."