

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

All About Caring Ltd

Location / Core Service address	Date
All About Care Unit 1 Howard Buildings, 69-71 Burpham Lane, Guildford GU4 7NB	29/06/2020

Dear All About Caring Ltd

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Are infection risks to people using the service being thoroughly assessed and managed?

Yes Infection risks to people using the service are being thoroughly assessed and managed.

1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?

Yes The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

1.3 Does the location's environment and layout support preventing and containing transmission of infection?

Yes The location's environment supports the preventing and containing the transmission of infection.

1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?

Yes Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

1.5 Are medicines being managed safely and effectively?

Yes Medicines are being managed safely and effectively.

1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?

Yes Risks to the health of people using the service are being properly assessed, monitored and managed.

Assessment Area 2

Staffing arrangements

2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?

Yes There were enough suitable staff to provide people with safe care in a respectful and dignified way.

2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?

Yes There were realistic and workable plans for managing any staffing shortfalls and emergencies.

Assessment Area 3

Protection from abuse

3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?

Yes People were being protected from abuse, neglect, discrimination, and loss of their human rights.

3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?

Yes Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?

Yes The provider is monitoring and protecting the health, safety and wellbeing of staff.

4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?

Yes The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?

Yes Staff are supported to raise concerns and give feedback about the service.

4.4 Is care and treatment provided to people being properly recorded?

Yes Care and treatment provided to people is being properly recorded.

4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?

Yes The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

- Infection control products

The registered manager ensured there was sufficient supplies at all times

throughout the pandemic. The local authority PPE cell was accessed to source additional PPE products.

- Testing for COVID-19

The agency did not have any service users or staff who tested positive for COVID-19 at any time.

- Non-COVID-19 safe care and treatment

There was no disruption to service users' medicines supplies. Where required, the registered manager collected peoples' medicines from pharmacies.

The agency made one safeguarding referral during the pandemic related to a person's unsafe environment. The registered manager was confident staff knew how to escalate safeguarding concerns when necessary.

No unannounced spot checks were made during the pandemic in order to minimise the risk of spreading infection; they will recommence in July. In the absence of spot checks, there was increased communication with carers, as well as telephone checks with the person and their family.

The registered manager told us they were aware of the increased risks which COVID-19 presented to Black, Asian and Minority Ethnic (BAME) staff. In order to minimise this risk, carers in this group had reduced exposure to multiple service users and had sufficient supplies of PPE, which they were mandated to wear in keeping with current guidance.

- Staff cover

Service users' care was not disrupted due to staff absence. The agency had sufficient staff available at all times to deliver the service and there were no missed calls.

The agency employed 17 members of staff, two of whom were recently recruited. We were told they completed their induction and had one week of shadow shifts for the people they were allocated to support.

Most staff worked flexibly so the registered manager was confident they would use this flexibility to respond to any increased demand should the rate of infection rise.

- Temporary changes to the service

Technology enabled the registered manager to work from home which meant they remained available to service users, families and staff.

- Staff support and training

Face-to-face training was suspended, and mandatory staff training was due to be updated via e-learning before the end of July. Supervision continued as usual.

Staff were encouraged to discuss any concerns they had, either by telephone call or when they called to collect PPE.

- Financial concerns

The registered manager told us they had some worries about the financial viability of the service at the beginning of the pandemic.

This was due to the termination of some packages of care as some people did not want carers coming into their homes for fear of infection spread. In addition, the provider did not have access to funding which Surrey County Council provided to

approved providers. 'All About Care' was not an approved carer and instead was used by commissioners to 'spot purchase' packages of care. These worries disappeared as the agency was able to replace the hours lost with new packages of care.

- Management of the service

There were systems in place to support effective quality monitoring and management oversight. The registered manager advised that other than unannounced spot checks, the usual quality checks and audits continued during the pandemic. Spot checks will be reintroduced in July. In the meantime, feedback was gathered in the usual way from service users and families, who will receive a quality assurance survey to complete in August. It was noted that there was no such mechanism in place to gather staff feedback. The registered manager told us this was something they would initiate as soon as was realistically possible. The agency's business contingency plan was updated to accommodate any COVID-19 related pressures.