

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Friendly Homecare Limited

Location / Core Service address	Date
Friendly Homecare The Vale Business Centre Unit 45, 203-205 The Vale London W3 7QS	31/08/2020

Dear Friendly Homecare Limited

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

The provider indicated they had processes in place to manage the service during the pandemic.

Infection control products: Accessing PPE supplies have not been an issue. In February and March 2020, the service placed PPE orders, so they have enough

stock for six months. The registered manager is aware Ealing would be able to provide stock if required.

Infection control practice: Infection control procedures are in place. Staff have had infection control training. The registered manager sent the staff videos of PPE donning and doffing to watch. They have been talking to staff about the higher increased risk to BAME staff. The provider completed a generic risk assessment for staff and was advised to complete individual risk assessments that specifically included is staff were from a BAME community and what the risks were. The registered manager has emailed staff links and tips about what they should doing regarding hand hygiene and using public transport.

Care and treatment for covid19: Neither service users nor staff have had confirmed covid-19. There is a system in place for recording the care and treatment of covid-19 should it be required.

Testing for COVID-19: At the time of the ESF conversation in July 2020, no one has been tested as no one has shown coronavirus symptoms. That included staff and service users. The registered manager was aware that if someone shows symptoms, they can be referred through the employer portal or they can self-refer to get a covid-19 test.

Staff cover: So far there have been no staff shortages and the provider has a plan for managing shortfalls in staffing. The provider had arrangements with two other agencies, to provide cover in the event they were short of staff. The registered manager and senior can also go out and cover calls. Additionally, they have four staff who are not currently working and could ask them to cover some care calls in the interim. All service users are privately funded but the provider would let Ealing know if there was an issue around supporting service users safely.

Staff support and training: The service is providing training and support for staff through regular conversations with the registered manager. He reassures them and has sent staff emails about mental health wellbeing that includes websites and tips. He has encouraged staff to let him know if they need any help and has spoken with everyone individually. Supervision is three monthly on the phone and training is ongoing.

Improving and delivering care: The service has continued with their usual auditing and has been able to provide consistent levels of care. The provider is reviewing the care plans as normal unless they need to be reviewed earlier. The provider is undertaking phone monitoring every three months formally but speaking with service users and relatives all the time to get feedback on service delivery.

Overall the service has been managing care well during the pandemic.