

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

**Intercare Services Direct Limited**

<b>Location / Core Service address</b>	<b>Date</b>
Intercare Services Direct Ltd S O A R Works Knutton Road, Sheffield S5 9NU	30/06/2020

Dear Intercare Services Direct 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

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

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

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**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?**

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**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.

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

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

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

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

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**1.5 Are medicines being managed safely and effectively?**

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**Yes** Medicines are being managed safely and effectively.

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

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

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## Assessment Area 2

### Staffing arrangements

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

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

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

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

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## Assessment Area 3

### Protection from abuse

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

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

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**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?**

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

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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

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

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**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?**

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**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.

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

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

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

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

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

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

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### Overall summary

From our discussion and other information about Intercare Services Direct Ltd, we assess that you are managing the impact of the COVID-19 pandemic.

Infection control products

There is evidence there are systems in place to monitor and reduce the risks of

infections. This includes following national and local guidance in the correct use of PPE. You were being pro-active in sourcing sufficient amount of PPE. Staff have been given information on what PPE to use and how to don and doff their protective equipment. Collection of PPE is taking place from designated areas in the office to maintain social distancing.

Safety risk assessments and decisions were completed for all staff and you told us staff have been given information on how to request and access testing in the event of them showing symptoms. The services return to work form had also been adapted to consider the risks associated with Covid-19 and measures that would need to be implemented to mitigate those risks.

#### Non- COVID-19 care and treatment

There has been no disruption to people's medicines supplies. The service has been able to access support from healthcare professionals when needed.

#### Staff cover

The service has been able to maintain safe staffing levels. you were able to continue provide services to your clients. The services business contingency plan has been reviewed and updated to ensure that people at risk would be prioritised should a disruption to the service occur. This included both high-risk staff and or clinically vulnerable staff.

#### Staff support and training.

Staff training has been able to continue and compliance with training is monitored. The manager has considered the well-being of staff and signposted staff to resources to support their mental health and well-being. Staff were supported and reassured when they had any concerns or felt anxious during regular supervisions.

#### Management of the service.

It was clear from our discussion that systems were in place and you were able to support Covid related risks. The provider has managed their response to the pandemic in a systematic, compassionate and flexible way. Providing a positive and open culture throughout the pandemic. You told us your Quality Assurance and auditing systems have been maintained throughout this period, including spot checks.

The management team understand the importance of praising staff and acknowledging their achievements and you told us you were proud of the whole staff team. You told us that throughout the epidemic you made several attempts to share resources with other agencies in order to promote partnership working during the pandemic but to no avail.

#### Improving and delivering care

You told us the services was in the process of completing an online survey for all staff about their experience of dealing with the covid-19 pandemic and potential lessons learnt to help improve future service delivery. The agency has maintained regular communication with clients and their families to hear their views and experiences during the pandemic and to use this information to improve service delivery.

The operations manager has been supported by the regional team and in turn has put initiatives in place to support and reward staff. The innovative use of technology has also allowed staff to stay in touch, share information and support each other. Other positive initiatives in relation to staff wellbeing, included forming a partnership with Charity Grants for Workplace which supports staff in financial hardship.

There is no further action identified by this assessment. The will continue to support local monitoring initiatives and sharing any information on new Covid-19 infections to ensure they access timely support from stakeholders.