	<b>MOCK INSPECTION REPORT</b>
<b>Registered Location &amp; Address:</b>	The Old Estate Office, Aylesbury End, Beaconsfield, Buckinghamshire. HP9 1LU
<b>Registered Provider Name:</b>	Eximius Live in Care Limited
<b>Dates of Site Visit &amp; Report Writing:</b>	1 <sup>st</sup> August 2024 – 4 <sup>th</sup> August 2024

CQC Scoring Percentages			
<b>INADEQUATE</b> 25% - 38%	<b>REQUIRES IMPROVEMENT</b> 39% - 62%	<b>GOOD</b> 63% - 87%	<b>OUTSTANDING</b> > 87%

Kata Care Rating Overview			
Key Domains	Score	%	Rating
<b>SAFE</b>	28/32	87.5%	Outstanding
<b>EFFECTIVE</b>	24/24	100%	Outstanding
<b>CARING</b>	20/20	100%	Outstanding
<b>RESPONSIVE</b>	24/24 (28)	100%	Outstanding
<b>WELL-LED</b>	18.6/20 (32)	93%	Outstanding
<b>OVERALL RATING</b>	Outstanding		

*\*RESPONSIVE and WELL-LED total scores have been reduced as Equity in experience and outcomes, Workforce equality diversity and inclusion, Partnership and communities, Environmental Sustainability were not assessed.*

## Introduction to the Service, Methodology & Evidence Gathered

Kata Care was commissioned by Eximius Live in Care Limited to conduct a quality audit of the service, which is registered with the Care Quality Commission (CQC) to provide the regulated activity of providing accommodation for persons who require personal care.

This is a domiciliary service providing care for people within their own homes via a live in agreement. At the time of the mock inspection there were 40 people using the service, all of which were in receipt of regulated services.

The CQC's website currently states: Eximius Live-in Care Limited is registered to provide personal care and support to people in their own homes. The service provides live-in care workers to people living in their own home. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

*"People's experience of being supported by the service was exceptionally caring, responsive and well-led. People were supported to live the life they choose and celebrate their cultural needs. Comments from people and their relatives included "Both excellent at keeping mum as active as possible, and making sure she is mentally stimulated", "We have had live in care for our mother from Eximius since the company first opened, the companions chosen for mum are matched to her individual needs and requirements. They continue to amaze us with their level of dedication to their role."*

*"People were supported by care workers who were exceptionally caring and compassionate. People told us "So far as I am concerned the care which Eximius provides has been of a very high quality", "I have had three excellent carers who each have come for long periods and have been very hard working and caring and a pleasure to have in my house" and "[Name of care worker] is exemplary."*

*"People received an exceptionally responsive service. People were supported by staff who supported them to continue with their role in society and family life".*

*"People described the service as exceptionally well-led. One person told us the nominated individual was "An exceptional person, with her passion and desire to provide a caring and compassionate service." Other people described the managed team as, "Exemplary", "Reliable" and were of "Full of praise of the care and service they give." Another person told us "Appropriately qualified carers had been excellent and contact both with the carer and the Eximius management has been easy and efficient."*

*"People were supported by care workers who had been matched to meet their individual needs. Attention was placed on ensuring care workers had the right skills, experience and life knowledge to engage with people in a meaningful way".*






*“People were protected from abuse and avoidable harm as care workers were skilled in assessing and monitoring safety. The service provided the required documentation on how care workers should minimise risk of harm to people”.*

*“People were supported by care workers who recognised the need to refer people to external healthcare professionals when needed. The service worked well with other bodies to promote people's health and well-being”.*

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

*The last inspection and rating for the service was:*

Latest inspection: 16 December 2019      Report published: 21 January 2020  
Latest review: 6 July 2023 

Safe	<u>Good</u> 
Effective	<u>Good</u> 
Caring	<u>Outstanding</u> 
Responsive	<u>Outstanding</u> 
Well-led	<u>Outstanding</u> 

This visit was announced to the service at the request of the provider.

This report will not identify any persons. Kata Care aims to reduce the risk of any personal identifiers when describing examples of any findings.

The auditor used the following methodology and sources of evidence to make their judgment:

- Kata Care scoring framework in line with CQCs sector guidelines.
- A review of the environment internally and externally. Including but not limited to records, risk assessments and legal checks / testing such as gas and fire.
- A review of service records including and not limited to deployment of staff, staff training, staff recruitment and care records.
- Discussions with people who live in the service, staff, and visitors.
- Observations of staff interactions with people and visitors.
- A review of systems and processes to determine and develop quality including records not limited to: Policies, procedures, guidance, investigations, auditing, and governance systems.in the community alone

## Brief Summary of Service Strengths, Including Areas of Best Practice

- There is an exceptional, committed and experienced team leading the service.
- People using this service are supported by highly trained and competent staff.
- The service recruits and retains staff based on the individual needs of people and the provider ensures there is enough flexibility to ensure care is always provided.
- The provider values and care for its staff and has developed its teams to focus on the individual and provide personalised care.
- From the initial referral, assessment to placement of people into the service, the whole team endeavours to provide personalised, compassionate care to each person, bespoke to their holistic needs.
- The service actively engages with people to understand their wishes and ensure they remain part of their communities and remain as independent as possible.
- Care plans are person centred and detailed and reflect each person's needs.
- There are robust risk assessments that reflect the needs of each person, and these are reviewed regularly.
- Hospital grab bags have been introduced to ensure if a person requires hospital admission, they have all the required essentials.
- The service provides a welcome pack for new staff and for those recruited overseas they offer an excellent induction into "*How to live in the UK*".
- There are established collaboration and partnerships to ensure there are opportunities for people to experience activities and take part in bespoke events dependant on needs. These are not only for those who use the service but also for staff development.
- An annual survey for staff and clients is undertaken, and a detailed report is produced with analysis of findings, with lessons learnt and actions, demonstrating that the service is continually improving.
- Caregivers receive an intensive induction and shadowing period before working in the community alone.

## Key Question Summaries

### **SAFE**

Safety is a priority for everyone, and leaders embed a culture of openness and collaboration. People are always safe and protected from bullying, harassment, avoidable harm, neglect, abuse, and discrimination. Their liberty is protected where this is in their best interests and in line with legislation.

Where people raise concerns about safety and ideas to improve, the primary response is to learn and improve continuously. There is strong awareness of the areas with the greatest safety risks. Solutions to risks are developed collaboratively. Services are planned and organised with people and communities in a way that improves their safety across their care journeys. People are supported to make choices that balance risks of harm with positive choices about their lives. Leaders ensure there are enough skilled people to deliver safe care that promotes choice, control, and individual wellbeing.

### **EFFECTIVE**

People and communities have the best possible outcomes because their needs are assessed. Their care, support and treatment reflect these needs and any protected equality characteristics. Services work in harmony with people at the centre of their care. Leaders instil a culture of improvement. Where understanding current outcomes and exploring best practice is part of everyday work.

Everyone is supported to see what works well and not so well based on indicators of quality. Continuous improvement is always guided by this insight.

### **CARING**

People are always treated with kindness, empathy, and compassion. They understand that they matter and that their experience of how they are treated and supported matters. Their privacy and dignity are respected.

Every effort is made to take their wishes into account and respect their choices, to achieve the best possible outcomes for them. This includes supporting people to live as independently as possible.

### **RESPONSIVE**

People and communities are always at the centre of how care is planned and delivered. The health and care needs of people and communities are understood, and they are actively involved in planning care that meets these needs. Care, support and treatment are easily accessible, including physical access. People can access care in ways that meet their personal circumstances and protected equality characteristics.

People, those who support them, and staff can easily access information, advice, and advocacy. This supports them in managing and understanding their care and treatment. There is a partnership working to make sure that care and treatment meet the diverse needs of communities. People are encouraged to give feedback, which is acted on and used to deliver improvements.

### **WELL-LED**

There is an inclusive and positive culture of continuous learning and improvement. This is based on meeting the needs of people who use services and wider communities, and all leaders and staff share this. Leaders proactively support staff and collaborate with partners to deliver care that is safe, integrated, person-centred, and sustainable, and to reduce inequalities.

There are effective governance and management systems. Information about risks, performance and outcomes is used effectively to improve care.