

Elite Specialist Care Limited

Elite Specialist Care Ltd

Inspection report

79 College Road
Room 212
Harrow
Middlesex
HA1 1BD

Tel: 02088639134

Date of inspection visit:
23 March 2017

Date of publication:
28 April 2017

Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We undertook this announced inspection on 23 March 2017. Elite Specialist Care Limited is registered to provide Personal Care services to people in their own homes. The services they provide include personal care, housework and assistance with medicines.

At our last comprehensive inspection on 27 July 2016 we found one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The service did not have an effective system in place for auditing and checking the quality of the service. This may affect the safety and quality of care provided for people. After the comprehensive inspection, the registered provider sent us an action plan telling us how they would meet legal requirements. We undertook this focused inspection on the 23 March 2017 to check that they had followed their plan and to confirm they now met legal requirements in relation to good governance.

This report only covers our findings in relation to good governance. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Elite Specialist Care Limited' on our website at www.cqc.org.uk.

The service has a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements of the Health and Social Care Act and associated Regulations about how the service is run.

At this focused inspection, we found that the provider taken action to comply with good governance. Audits of the service had been carried out by a director of the company. In addition, checks on the quality of care provided by the service had been carried out by the director and the registered manager. These included spot checks on care workers and reviews of the services provided.

A satisfaction survey had been carried out. People who used the service expressed confidence in the management of the service.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well led. Checks of the service had been carried out. These included spot checks on care workers and reviews of the services provided. Audits of the service had been carried out.

Elite Specialist Care Ltd

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection took place on 23 March 2017 and was announced. We told the provider two days before our visit that we would be coming. We gave the provider notice of our inspection as we needed to make sure that someone was at the office in order for us to carry out the inspection. One inspector carried out this inspection. At the time of this inspection the service had 23 people who used their service.

Before our inspection, we reviewed information we held about the service. This included any notifications and reports provided by the service or the local authority.

We spoke with the registered manager. We did not speak with any people who used the service as this was not relevant to this follow-up inspection. Instead, we reviewed a range of records related to good governance. These included three care records of people who used the service, records related to staff supervision, appraisals, spot checks, policies and procedures as well as checks carried out on the service.

Is the service well-led?

Our findings

At the last inspection on 27 July 2016 we noted that there was no comprehensive quality assurance system of audits. There was no written evidence of regular audits of complaints, policies and procedures, staff records and care documentation. This deficiency in monitoring and improving the quality of the service may affect the safety and quality of care provided for people and was a breach of Regulation 17 Good Governance.

At this inspection, the registered manager provided us with evidence of quality monitoring systems. We saw evidence that checks had been carried out and audit arrangements had been started. Audits included areas previously identified by us such as the frequency of care reviews and spot checks carried out on care workers. Audits had been carried out by a director of the company. There was evidence that checks had been made to ensure that senior staff had visited people in their homes to review their care with them and their relatives.

The service had a range of policies and procedures to ensure that care workers were provided with appropriate guidance to meet the needs of people. These addressed topics such as safeguarding, medicines and health and safety. They had been reviewed within the past six months.

The registered manager provided with evidence that the service had carried out a satisfaction survey since the last inspection. We saw that the outcome indicated that people were satisfied with the services provided.