

South Tyneside MBC

Stirling Supported Living Service

Inspection report

Perth Green Base
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Tyne and Wear
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Tel: 01914834888

Date of inspection visit:
16 November 2015

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14 January 2016

Ratings

Overall rating for this service	Inspected but not rated
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Is the service effective?	Inspected but not rated
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Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 23 February 2015 and 3 March 2015. A breach of legal requirements was found because staff had not received some necessary training to enable them to deliver care to people safely and to an appropriate standard. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of the regulations relating to the provision of essential training for staff.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Stirling Supported Living Service on our website at www.cqc.org.uk.

We found the assurances the registered provider had given us in the action plan had been met. The registered provider had carried out an audit of medicines management training. Where medicines management training was overdue, staff had now fully completed this training. Staff had also completed moving and handling training as required.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that action had been taken to improve the effectiveness of the service. Staff had completed essential training to help them fulfil their caring role.

We could not improve the rating for: is the service effective; from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Inspected but not rated

Stirling Supported Living Service

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 was planned to check 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.

We undertook an unannounced focused inspection of Stirling Supported Living Service on 16 November 2015. This inspection was done to check that improvements to meet legal requirements the registered provider planned had been made following our comprehensive inspection on 23 February 2015 and 3 March 2015. We inspected the service against one of the five questions we ask about services: Is the service effective? This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we looked at training records for all staff employed at the service. We also spoke with the registered manager.

Is the service effective?

Our findings

During our last inspection in February and March 2015 we found staff had not received some training the registered provider had deemed to be essential for staff to complete. In particular, some staff had not completed moving and handling training and medicines management training. For example, moving and handling training was overdue for all 25 staff whose training records we viewed. The registered manager also told us most of the staff team had not completed part of their safer handling of medicines training. This meant people were at risk of unsafe care because staff had not completed all of the training they needed.

We reviewed the action plan the provider sent to us following our last inspection. This gave assurances action would be taken to provide moving and handling training for all staff requiring this training. The registered provider also told us that following an audit of medicines training staff whose training was incomplete would be supported to complete the training. The registered provider told us these actions would be completed by 31 July 2015.

We found the assurances the provider had given in the action plan had been met. Following the last inspection the registered provider had carried out an audit medicines management training and found five staff had fully completed this training. During our inspection we viewed training records which confirmed the remaining staff had now completed their medicines training. The training records also confirmed all staff had completed moving and handling training as required. This meant staff now had the training they needed to help them provide safe and effective care for people using the service. We viewed the training records remotely from the service so we were unable to speak with any staff members on this occasion.