

Dame Hannah Rogers Trust

Arthur

Inspection report

Stray Park
Park Street
Ivybridge
Devon
PL21 9DW

Tel: 01752898125

Date of inspection visit:
15 February 2017

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03 April 2017

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●

Summary of findings

Overall summary

The home provides care for people with a physical disability, and can provide care for up to seven people. At the time of this inspection six people were living at the home.

The home was previously inspected in February 2016 was rated 'good' in all five key questions.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

This unannounced focussed inspection was undertaken on 15 February 2017. We had received information of concern from the local authority and we wanted to be sure staff had been safely recruited and were provided with safeguarding training. This report only relates to the key question of safe.

At the previous inspection in February 2016 we found the home had safe recruitment practices in place as well as detailed policies and procedures in relation to safeguarding and whistleblowing. At this inspection in February 2017 we found these processes remained safe and in place.

Records showed newly employed staff had undergone all the necessary pre-employment checks including obtaining proof of identify, references from previous employers and a disclosure and barring (police) check. Staff were provided with training in safeguarding adults who may be vulnerable due to their circumstances and records showed staffs' responsibility towards safeguarding people was discussed at staff supervision and appraisal meetings. Care files and daily care notes described the care and support people required and received to maintain their safety.

You can read the report from our previous inspections, by selecting the 'all reports' link for Arthur on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The home was safe.

Safe recruitment practices were in place. This ensured, as far as possible, that only staff suitable to work at the home were employed.

Staff were provided with safeguarding training and their performance was monitored to ensure they adhered to the home's policies and procedures.

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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.

This focussed inspection took place on 15 February 2017 and was unannounced. One social care inspector undertook the inspection.

During the inspection we looked at the home's recruitment practices and reviewed the care records for two people. We spoke with the registered manager and a member of staff.

Is the service safe?

Our findings

This focussed inspection was undertaken in response to information of concern and to review the home's recruitment practices. At the previous inspection in February 2016 we found the home had safe recruitment practices in place.

At this inspection we found the home's recruitment practices remained safe. We looked at the recruitment files for two members of staff, one of whom had recently been recruited. The registered manager was supported in their recruitment of staff by the provider's human resource department. The registered manager explained they were unable to appoint new staff until all the necessary pre-employment checks had been undertaken and the department was satisfied with the outcome of these. Records showed staff had completed an application form, provided the home with proof of their identity and had undergone a formal interview process. References had been obtained from previous employers and disclosure and barring (police) check checks had been undertaken.

New members of staff initially worked alongside experienced staff and worked a probationary period before their position was confirmed. Staff performance was reviewed at set intervals during their probation period and following confirmation of their position. Annual appraisal also assessed staff performance and their training and development needs to ensure they were following the home's policies and procedures and working in a safe way to meet people's needs.

Records showed staff received training in safeguarding adults and the member of staff we spoke with was aware of their responsibilities to raise concerns over people's well-being or poor practice. Supervision and appraisal records showed safeguarding awareness was discussed with staff at each of these meetings. The registered manager was confident staff would alert them to any concerns they may have. Staff performance was also discussed at these supervision sessions to ensure staff were aware of and meeting the home's expectations in relation to how they provided care and support to people.

We reviewed the information held in two people's care files to ensure staff were guided about how to care for and support people safely. These held very clear guidance for staff about people's care needs and the actions required by staff to meet those needs. Risks were clearly identified and management plans were in place giving staff clear guidance about how to reduce these risks. Due to the complex nature of people's care needs all personal care was provided by two care staff to ensure people were supported safely. Daily care notes described the care people had received, which members of staff had provided their care as well as how they had spent their day. Records also showed staff sought advice from healthcare professionals, such as the community nurses, when necessary to support them to care for people safely.