

Bespoke Care Services East Dorset Ltd

# Bespoke Care Services East Dorset Ltd

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Bespoke Care Services East Dorset Ltd is a domiciliary care agency. It provides personal care and support to people living in their own homes. Not everyone who used the service received personal care. At the time of this inspection 28 people were receiving personal care from the service. 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 using this service and what we found

Improvements had been made to the recruitment systems since our last inspection. The provider had updated their recruitment policy and had implemented an electronic planning system to ensure all staff visits were recorded accurately.

Staff were employed appropriately and safely, ensuring all required pre employment checks were completed before staff commenced their role within Bespoke Care Services East Dorset Ltd.

People and staff commented the recruitment process was thorough and staff were recruited safely and knew their jobs well.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was requires improvement (published 15 November 2022). At this inspection we found improvements had been made and the provider was no longer in breach of Regulation 19.

### Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

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## **Detailed findings**

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 19 (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

#### Inspection team

The inspection was carried out by 1 inspector.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was announced. We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the registered manager would be in the office to support the inspection.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke with 1 relative and 1 person who used the service about their experience of the care provided. We spoke with 5 members of staff including the registered manager, deputy manager, care coordinator and care staff.

We reviewed the providers recruitment systems, processes and policies. We reviewed 3 members of staff's recruitment records and viewed a selection of staff rotas. We discussed the improvements that had been made with the registered manager and processes that had been put in place to ensure these improvements would be sustained.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the Warning Notice we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

### Staffing and recruitment

At our last inspection the provider had failed to ensure safe recruitment practices were followed. Appropriate recruitment checks were not always completed to ensure that only suitable staff were employed. This meant people may have been placed at a risk of harm from staff members who had not been recruited safely. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of Regulation 19.

- Recruitment practices were safe. The relevant checks such as employment references, health screening and a Disclosure and Barring Service (DBS) check had been completed before staff supported people in their homes. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Support was provided by a consistent, small team of experienced staff who knew people well and how they preferred their care and support to be given. One relative told us, "We are happy... We have the same carer which is important and we wanted the continuity everything is ok, the carer is good and well trained. [Person] is definitely very happy with the care, and care staff are respectful, we have no problems at all."
- A member of staff told us, "I'm happy working for Bespoke. When I started they asked me for all my identification and our training certificates, for example, DBS, passport and proof of address, all of that was covered. We completed an induction and were shown how everything worked. I see the same clients so I know them all well. I would go to the registered manager or the co-ordinator, they are really helpful and they sort out any problems quickly. I have no worries."
- The provider had invested in an electronic rota and planning system which provided staff with an effective process to schedule and organise people's care visits and staff rotas. A member of staff told us, "This system works really well, it's a good system. We can all see it really clearly and I can put staff availability and also identify shadow shifts in colour so it is all very clear. It makes it much clearer."
- Rotas showed suitable times for travelling between visits was given. Staff confirmed there was enough travelling time and they received their rotas in advance. Staff told us they felt well supported and enjoyed their jobs.

