

Mrs Delores Matadeen

Lyndel Homes

Inspection report

9 Radnor Road
Handsworth
Birmingham
West Midlands
B20 3SP

Tel: 01215070708

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12 January 2017
13 January 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

This inspection took place on the 12 and 13 January 2017 and was unannounced on the first day but the registered manager knew we would be returning the second day

We last inspected Lyndel Homes on the 30 September and 01 October 2015 we found the provider had met the conditions of the fundamental standards in four of the five domains with an overall Good and a Requires Improvement under Caring. We carried out this responsive inspection because we had received concerns in relation to the provider's recruitment practices and the effectiveness and frequency of training made available to staff.

This report only covers our findings in relation to those topics. A focused inspection differs to a comprehensive inspection as it is more targeted; looking at specific concerns rather than gathering a holistic view across a service. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lyndel Homes on our website at www.cqc.org.uk.

Lyndel Homes is registered to provide residential accommodation and support to up to 15 adults with mental ill health needs. On the day of our visits there were 13 people living at the home.

The service had a registered manager. 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. The registered manager was also the registered provider.

People received safe and effective support because staff had completed training to support them to carry out their roles. We found all staff members had completed some training with a number of staff members having completed more training than their colleagues. All the staff showed their willingness to learn and was keen for more training to be made available to them. Staff training and recruitment files were not up to date but the provider was, in time, able to show us the information we requested. The provider agreed their administrative practices for the maintaining, updating and recording of this information should have been more efficient and required some improvement.

People were supported by staff that had been suitably recruited. We found the provider had adhered to their recruitment policy and was able to show that appropriate checks had been made for all staff members. This included a right to work within the UK, police checks and employment and character references had been obtained.

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 service was safe

People were supported by staff members who had been suitably recruited. The provider had adhered to their recruitment processes and ensured the appropriate pre-employment and security checks had been completed.

Is the service effective?

Good ●

The service was effective

Although staff members' training was not always up to date, people were supported by staff members that were familiar with people's individual needs. Staff demonstrated they had the skills and understanding to support people safely and effectively.

Is the service well-led?

Requires Improvement ●

The service was not consistently well-led

The provider's processes to ensure information relating to staff members' employment and training records was maintained, updated and recorded required some improvement.

Lyndel Homes

Detailed findings

Background to this inspection

We carried out this focused 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.

This inspection took place on 12 and 13 January 2017 and was unannounced on the first day but the registered manager knew we would be returning the second day. This inspection was carried out in response to information we had received. We wanted to check that staff members had been properly recruited and all reasonable checks had been made on their suitability to support people, and that staff members had received up to date and effective training. This related to three of the five questions we ask about the service. Is the service safe? Is the service effective? Is the service well-led?

The inspection was conducted by one inspector.

During our inspection we spoke with two people who lived at the home, six staff members and the provider, who is also the registered manager. We used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who could not talk with us. We reviewed the recruitment files for 10 staff members and the training records for seven staff members. This was to check that the processes in place to recruit staff members were effective and that their training was up to date.

Is the service safe?

Our findings

We had received information that suggested the provider had not followed safe recruitment practices. We conducted a focused inspection to review how the provider recruited their staff. We reviewed 10 recruitment files and found nine staff members required permits to remain and work in the UK. We saw that two permits had expired, however we were provided with evidence to support applications had been made to the relevant government body.

All the staff we spoke with told us they had completed application forms and pre-employment checks had been carried out. Staff files we looked at showed that criminal checks through the Disclosure and Barring Service (DBS) had been completed. The DBS check helps employers to make safer decisions when recruiting and reduces the risk of employing unsuitable people.

Four files did not contain copies of work and character references obtained for employees. One file showed one reference had been received but there was no evidence to show a second reference had been obtained. When we returned to the service the next day, the provider had located the references and was able to show us they had been requested and received. We reviewed the provider's recruitment process and found they had followed their own procedures.

Is the service effective?

Our findings

We had received information to suggest staff members had not received appropriate and up to date training to enable them to complete their roles effectively. We conducted a focused inspection to review how often staff received training and how effective their training was.

People we spoke with who lived in the home told us they felt they were supported by staff who were skilled and knowledgeable in their work. One person said, "They take great care of me here, but don't tell them I said that (laughing and winking)." Another person told us, "I've never been mistreated or hurt by the staff, they are pretty good." The provider and staff we met with had a good knowledge of each person's individual needs and people were supported by staff they were familiar with. The provider explained how all new staff members had completed their induction training, which included fire prevention, food safety, safeguarding, mental health, health and safety, moving and handling and role of a care worker. Although the training was not directly linked to the Care Certificate, the provider told us the training modules staff completed were similar and formed part of an accredited training programme. The Care Certificate is the minimum standards that should be covered as part of induction training for care workers.

All the staff members we spoke with confirmed they had received their induction training that comprised watching a number of DVDs and shadowing other staff members. The provider explained there were up to 16 DVDs that staff members would watch and on three files we found the staff members had completed them all in one day. This was the equivalent of 42 hours accredited study completed in one working day. A staff member said, "I think the training is ok but it could be better, I know [provider's name] is looking to improve, make the training more practicable less DVDs, there is a lot to take in."

We spoke with six staff members and reviewed seven training files. We asked staff members about the training they had received and how effective they had found it. The feedback we received was supportive of the provider and all the staff told us they had found the training helpful and confirmed they felt they had the skills to support people effectively. One staff member said, "I completed my most recent training in early 2016 and can approach [provider's name] and ask her if I need any additional training." Another staff member told us they had not completed any training for almost two years. The provider explained to us that all staff members had received refresher training in 2016; although this was not verified with most of the staff we spoke with or the information we reviewed. Notwithstanding the training inconsistencies some staff members experienced, we found staff were knowledgeable of people's individual needs. Staff had effectively described to us how they supported people living in the home. This was confirmed through our observations of staff members who demonstrated safe and effective working practices.

Is the service well-led?

Our findings

The systems in place for monitoring and checking that employees' employment and training information was accurately completed and up to date were not consistently effective. The information that we required to support the provider had effective recruitment processes and training in place was made available to us on the second day of our inspection. The provider had most of the requested information although this was not easily accessible. The provider agreed that administration processes in respect of maintaining the staff employment and training records to ensure they were up to date and accurate, 'could be better.' For example, it is an employer's responsibility to check that employees have the correct documentation to work within the UK. Employers should obtain the employee's original identity documents, check the documents are valid with the employee, keep secure copies of the documents and record the date of the check. It was because the staff records were out of date and at our request, the provider contacted the relevant staff and requested they provided updated information. Although for one staff member no supporting documentation could be provided to confirm their application was being processed.

We were, in due course, provided with confirmation the provider had conducted pre-employment checks; the most recent information was not readily available on the staff files we looked at. The provider agreed there was a requirement to ensure all their records relating to their employees should be up to date and contain the most recent information. They assured us they would be reviewing their processes.

Six of the seven training records we looked at were not up to date. The provider told us all staff had completed refresher training during 2016. This was not supported by a number of the staff we spoke with. They confirmed their training dates with us and this reflected the information contained within their files. The provider said they were disappointed with the feedback from staff but they would be introducing a new system to record what training had been completed, by whom and when. The provider told us with this new system, there would be a conclusive account of all training and record more accurately when staff had completed their training. The provider also explained the DVDs were made available to all staff to watch at any time. We saw there was a facility within the provider's main residential home for staff to watch the DVDs.