

Care Community Limited

King Edwards House

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service well-led?

Inadequate



Overall summary

We carried out an unannounced comprehensive inspection of this service on 11 and 12 December 2014. Breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and a breach of the Care Quality Commission (Registration) Regulations 2009.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met 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 (location's name) on our website at www.cqc.org.uk

At this inspection we were unable to check if staff recruitment procedures had improved because relevant documents could not be found. The registered person had not operated effective systems to ensure that records relating to staff had been maintained.

We found no events had occurred that required the registered person to notify us. However we had still not received notifications about decisions to deprive people of their liberty identified at our previous inspection.

At the time of our inspection the service did not have 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.

Summary of findings

We found breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009. This report refers to evidence found at a previous inspection prior to 1 April when the 2010 regulations were in force.

We followed these up after 1 April when the 2014 regulations came into force. You can see what action we told the provider to take at the back of the full version of the report.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were unable to evidence if action had been taken to improve safety.

People were not protected from the appointment of unsuitable staff because robust recruitment practices were not always operated.

Requires improvement



Is the service well-led?

The service was not well led

People had not had the benefit of receiving a service led by a manager registered with the Care Quality Commission (CQC) since January 2013.

Required information in the form of notifications about events affecting people using the service had not been sent to the CQC.

Effective systems had not been maintained relating to records about staff recruitment.

Inadequate



King Edwards House

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 King Edwards House on 13 May 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 11 and 12 December 2014 inspection had been made. We inspected the service against two of the five questions we ask about services: is the service safe? Is the service well led? This is because the service was not meeting some legal requirements.

Our inspection team consisted of one inspector. We spoke with the manager and one member of staff.

Is the service safe?

Our findings

At our inspection of December 2014 we found people were put at risk of being cared for by staff who were not suitable because recruitment procedures were not thorough. Two members of staff had been employed without checks of their conduct during previous employment or their reasons for leaving previous employment which involved caring for vulnerable adults. Previous information about the conduct of one member of staff had been accepted by the service however the source of this reference and the role it related to had not been verified. A risk assessment had not been undertaken in relation to information supplied by the Disclosure and Barring Service (DBS) about one member of staff. Therefore the registered manager did not have a fully

effective recruitment process to keep people safe. Disclosure and barring service (DBS) checks had been carried out for other staff. DBS checks are a way that a provider can make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups.

We were unable to check if improvements had been made to staff recruitment procedures because relevant documents could not be found.

This was a breach of regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Is the service well-led?

Our findings

At our inspection of December 2014 we found Deprivation of Liberty Safeguards (DoLS) had been put in place for two people using the service in 2014. The DoLS protect people in care homes from inappropriate or unnecessary restrictions on their freedom. However we had not been notified about the outcomes of the two applications made by the home. CQC monitors important events affecting the welfare, health and safety of people living in the home through the notifications sent to us by providers.

At the time of this inspection visit we had not received the missing notifications identified at our December 2014 inspection. We had not received any further notifications relating to the outcomes of DoLS applications approved in 2015. We discussed this with the manager who agreed to remedy this.

This is a breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009.

When we visited on 13 May 2015 we asked the manager for the recruitment files for two staff recently employed by the service. These could not be found therefore we were

unable to check if the breach of regulation had been met. The registered person had not operated effective systems to ensure that records relating to staff had been maintained.

This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our inspection of December 2014 we awarded ratings for each of the five key questions and an overall rating to King Edwards House. From 1 April 2015 there has been a requirement for registered providers to display ratings for their services. Ratings are designed to provide people who use services, and the public with a clear statement about the quality and safety of the care provided. At our inspection we found that ratings were not displayed at King Edwards House. We discussed this with the manager at our visit. Following our visit the manager sent us information confirming the ratings had been displayed.

At the time of our inspection the service did not have a registered manager. The previous registered manager left in 2011. A manager had recently been appointed who has applied to the Care Quality Commission to become the registered manager for King Edwards House.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed

The registered person was not operating effective recruitment procedures because they did not ensure all the information specified in Schedule 3 was available.

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 17 HSCA (RA) Regulations 2014 Good governance

The registered person had not operated effective systems to ensure that records relating to staff had been maintained.

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 18 CQC (Registration) Regulations 2009 Notification of other incidents

The registered person had not notified the Commission of incidents which occurred whilst services were being provided in the carrying on of a regulated activity. This included the outcome of authorisations to deprive service users of their liberty.