

Care Elite Limited

# Care Elite

## Inspection report

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11 October 2016

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service in November 2015 and found improvements were required in relation to the safe recruitment of staff. We undertook this short focused inspection to check that the service had made these necessary improvements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Care Elite on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We found improvements had been made to make sure that staff were recruited safely. Appropriate recruitment checks took place including those required for criminal records, references and identity checks.

A registered manager was not in post at the time of this inspection. The provider stated that the previous registered manager had left the service after our last inspection in November 2015. An acting manager was in post and they stated that they were intending to apply for registration with CQC.

It was additionally found that required statutory notifications were not being submitted to CQC about certain incidents and events. Notifications are information about important events which the service is required to tell us about by law.

## 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 found that action had been taken to make sure that staff were recruited safely.

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

**Requires Improvement** ●

### Is the service well-led?

Some aspects of the service were not well led.

Required statutory notifications were not being submitted to CQC about certain incidents and events.

Care Elite did not have a registered manager in post as required by CQC conditions of registration. The previous registered manager left the service in November 2015.

**Requires Improvement** ●

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## **Detailed findings**

### Background to this inspection

We undertook an unannounced focused inspection of Care Elite on 11 October 2016 with a second announced visit on 18 October 2016. This inspection was carried out to check that improvements had been made in relation to shortfalls found with the safe recruitment of staff during our inspection in November 2015.

This inspection was carried out by one inspector. We spoke with the provider, the acting manager, one member of staff and three people using the service. We looked at three staff files and incident and accident records kept by the service.

## Is the service safe?

### Our findings

People using the service said they felt safe living at Care Elite. One person told us, "I do feel safe here, there are staff around when I need them." Another person said, "It's all ok, I'm happy."

Staff spoken with said they felt safe and that staffing levels were suitable for the supported living service being provided.

At our last inspection in November 2014, we found that further work was required to make sure that staff were recruited safely. At this inspection, we found that improvements had been made.

We checked the recruitment records for three staff members. Appropriate recruitment checks had taken place including criminal record checks, employment references, health and right to work checks and proof of identity.

## Is the service well-led?

### Our findings

We found that Care Elite had been operating without a manager who had been registered with CQC since November 2015. The service still did not have a registered manager in post at the time of this inspection however the provider told us that the acting manager would be submitting an application to be registered with CQC.

Registered persons are required by law to notify CQC of certain changes, events or incidents at the service. We found there had been two logged incidents in 2016 where the police had been called to the home. Our records showed that the registered provider had not notified us appropriately of these reportable events. One incident included an assault on a staff member.

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

The rating for well-led cannot be better than 'requires improvement' as the location did not have a registered manager and statutory notifications were not being submitted to CQC without good reason. We will review this during our next planned comprehensive inspection.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations 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 will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	<p>Regulation 18 Registration Regulations 2009 Notifications of other incidents</p> <p>The registered persons had not notified the Commission without delay of reportable incidents which had occurred whilst the service was being provided in the carrying on of a regulated activity.</p>