

The Diamond Care Partnership Ltd

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Inspection report

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Date of inspection visit:

22 April 2021

23 April 2021

26 April 2021

Date of publication:

21 June 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

The Diamond care Partnership Ltd is a domiciliary care agency registered to provide personal care to people living in their own homes. At the time of the inspection four people were receiving personal care support.

Not everyone who used the service received personal care. 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

We found people were not always protected from the risk of infection due to poor infection prevention and control systems. The provider had not ensured staff were being tested for COVID-19. Staff had received training on how to put on and take off their PPE correctly however the staff we spoke with did not have the knowledge of how to do this. The provider did not carry out any audits to check staff knowledge and ensure good infection control was being followed.

Previous concerns found at our last inspection had not been addressed. There continued to be concerns about the lack of an infection control policy and a completed contingency plan for COVID-19. There was also lack of action taken to mitigate risk when staff did not wear face masks. Following our inspection, the provider told us all staff would wear face masks and COVID-19 testing for staff had commenced.

A person told us they were happy with the care they received, and staff always wore PPE when supporting them.

Rating at last inspection (and update)

The last rating for this service was requires improvement (published 30 March 2021) and there were two breaches of regulation. As part of our action we issued a warning notice to the provider to make the necessary improvements. At this inspection enough improvements had not been made and the provider was still in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met in relation to specific concerns about infection and prevention control. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified a continued breach in relation to safe care and treatment at this inspection in relation to infection prevention and control.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up

We will request an action plan for the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider to monitor progress.

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 at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

The Diamond Care Partnership Ltd

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was carried out by one inspector, who visited the office on the 23 April 2021 and made phone call to people and staff on the 22 April, 26 April and 27 April 2021.

Service and service type

The Diamond care Partnership Ltd is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission; they are also the registered provider. This means that they are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

What we did before the inspection

We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

During the inspection

We spoke with one person who used the service about their experience of the care provided. We spoke with five members of staff including the registered manager who is also the provider and four care workers.

We reviewed records in relation to infection and prevention control, this included training records, a risk assessment and contingency plans.

After the inspection

We asked the provider to take actions to address immediate concerns.

Is the service safe?

Our findings

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

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

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 all of the key question at the next comprehensive inspection of the service.

Preventing and controlling infection

At our last inspection we found the provider had failed to ensure effective infection control measures were in place to keep people and staff safe. This was a breach Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We issued a warning notice. At this inspection we found not enough improvements had been made to meet the warning notice and the provider remains in breach of Regulation 12.

- The provider had failed to ensure effective infection control measures and current government guidance for preventing the spread of COVID-19 was adhered to. At the last inspection we raised concerns about one member of staff not wearing a face mask for some personal care calls without a risk assessment in place detailing the action to mitigate the risk. This continued to be a concern at this inspection. After the inspection the provider told us all members of staff would now wear face masks.
- At our last inspection we found concerns that staff were not part of a regular testing regime for COVID-19 to minimise the risk of transmission of infection. At this inspection this continued to be a concern. Although the provider had ordered tests, due to a problem with registration no COVID-19 test had been processed and the provider had not taken all reasonable steps to resolve the issue. After our inspection the provider told us this had been resolved and staff had begun to be tested.
- Since our last inspection staff had received specific training on the effective donning and doffing of PPE. However, the training had not been effective as staff we spoke with did not know the correct order to put on and take off their PPE. The provider did not have a system in place to check staff's competency in this area.
- At our last inspection we found there was no infection control policy, or any infection control checks and audits in place. At this inspection this continued to be a concern.
- At the last inspection the provider did not have a COVID-19 contingency plan. At this inspection the provider had started to complete a plan, but it was not finished and did not contain details of how people would be supported if the staff were impacted by COVID-19.

Not enough improvement had been made at this inspection and the provider was still in breach of Regulation 12.

- The person we spoke with told us that staff always wore PPE when supporting them. They said, "[Staff

member] has done that all the way through."

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The provider had failed to ensure effective infection control measures and current government guidance for preventing the spread of COVID-19 was adhered to.</p>

The enforcement action we took:

We issued an urgent notice of decision to impose conditions on the providers' registration.