

People Who Care Limited

Harrow

Inspection report

Suite 6
184 Acton Lane
London
NW10 7NH

Date of inspection visit:
30 December 2016

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of this service on 31 May and 29 June 2016 at which a breach of legal requirements was found. This was because the provider did not always ensure the proper and safe management of people's monies. After this inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to this breach.

On 30 December 2016 we undertook a focused inspection to check that they had taken action in order to meet legal requirements.

This report only covers our findings in relation to the safety topic area. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Harrow on our website at www.cqc.org.uk.

At our last inspection in May 2016 we rated the service good in the four topic areas; effective, caring, responsive and well-led and good as the overall rating. The service was rated requires improvement in the safe topic area.

People Who Care Harrow is a small domiciliary care agency that provides support to people with learning disabilities living at a supported living service. At the time of our inspection there were three people using the service.

The service has a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements of the Health and Social Care Act and associated Regulations about how the service is run.

At our focused inspection on the 30 December 2016, we found that the provider had taken action to ensure that legal requirements were met. We found that people's monies were managed safely so that they were protected from the risk of financial abuse.

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. Arrangements had been put in place to ensure that people's personal monies were well managed.

Financial risk assessments were in place for people who used the service.

Harrow

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.

The inspection took place on 30 December 2016 and was announced. The provider was given notice because this was a small supported living service for younger adults who are often out during the day and we wanted to be sure that someone would be in.

This inspection was carried out by one inspector. At the time of our inspection there were three people using the service.

Before our inspection we reviewed information that we held about the service. This included reports and notifications that had been provided by the service and the local authority.

During our inspection we spoke with the registered manager, a support worker and one person who used the service. We looked at records in relation to people's finances along with one care plan, three risk assessments and other information regarding the management of the service.

Is the service safe?

Our findings

At our inspection on 31 May and 29 June 2016 we found that there were shortcomings in the management of people's monies. The monies that were looked after for one person showed that there was significantly more cash in their money tin than was accounted for in their record of income and expenditure. Because there was no record in place for this additional cash, staff members could not be sure how much money they were looking after for the person. This meant that there that there was no system in place to prevent the risk of financial abuse.

This was a breach of Regulation 13 of The Health and Social Care Act 2008 (Regulated Activities) 2014.

At our focused inspection of December 30 2016 we found that the provider had taken actions to meet the requirements of regulation 13.

A person told us, "They help me with my money and my medicine". A staff member whom we spoke with was knowledgeable about how people were supported to manage their finances.

We looked at systems for managing people's monies. We found that the person now managed their own day to day finances. Care of their accounts had been transferred to a local organisation for people with disabilities which provided a financial appointee service. We looked at the person's support plan and risk assessments and noted that this arrangement had been recorded. There was an up to date risk assessment in place with guidance for staff around supporting the person to manage their own finances. The person had signed to show their consent to this.

At the time of this inspection the service looked after personal monies for one person. We looked at the systems in place for managing these and found that they were securely stored. Records of income and expenditure were accurately maintained and the recorded balance matched the money that was held.

The provider had a written procedure for supporting people with their finances. We saw that this was being followed. Financial risk assessments were in place for people who used the service. These were up to date and included risk management plans.