

St. Anne's Opportunity Centre Limited

Chaffinches

Inspection report

108 Paynesdown Road
Thatcham
Berkshire
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Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

This inspection took place on 29 October 2015 and was announced. We carried out an announced comprehensive inspection of this service on 8 April 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements. Those requirements were in relation to carrying out recruitment checks on staff to ensure they were suitable to work with people living at the service. We also checked the action the provider told us, at the last inspection, they were going to take to improve the safety of the premises and equipment.

We undertook this focused inspection to check the service had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those areas. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Chaffinches on our website at www.cqc.org.uk.

Chaffinches is a care home without nursing that provides a service to up to three people with learning disabilities or autistic spectrum disorder. At the time of our inspection there were three people living at the service.

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 present for the inspection.

The provider had addressed the concerns identified at the last inspection. Robust recruitment procedures had been developed and put in place to ensure, as far as possible, that staff recruited were suitable to work with people living at the service.

Summary of findings

People were protected from risks related to the premises and equipment. Action had been taken to reduce/remove the risk of injury related to hot water, hot surfaces and unrestricted windows.

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?

The service was safe. We found the provider had addressed the concerns we noted at the last inspection.

Robust recruitment processes had been developed and put in place to make sure, as far as possible, that people were protected from unsuitable staff being employed.

The provider had taken action to ensure people were protected from risks related to the premises and equipment.

Good



Chaffinches

Detailed findings

Background to this inspection

This inspection was carried out under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We undertook an announced focused inspection of Chaffinches on 29 October 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 8 April 2015 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements.

This inspection was carried out by one inspector, it took place on 29 October 2015. We telephoned the registered manager the day before the inspection because the location is a small care home for younger adults who are often out during the day. We needed to be sure that someone would be in. We also needed to make sure recruitment records were available for us to inspect at the location.

We did not ask the provider to complete a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make. Before the inspection, we reviewed all the information held about the provider. This included previous inspection reports, the action plan sent to us by the provider after the last inspection and notifications the registered manager had sent us. A notification is information about important events which the service is required to tell us about by law.

We spoke with all three people living at the service, although what they told us did not relate to the reason for our inspection. We looked at two staff recruitment files, the new recruitment policy, the new employment application form, the new reference request form and the new recruitment file check list. We toured the building and checked that safety improvements had been made as planned by the provider following our last inspection.

Is the service safe?

Our findings

At the last inspection on 8 April 2015 we found a breach of Regulation 19 and Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found the provider had not made sure that all recruitment checks, required by regulation, had been carried out on staff to ensure they were suitable to work with people living at the service.

At this inspection we found the provider had addressed the breach and systems had been put in place to make sure that future recruitment was robust. The registered manager had reviewed staff files and obtained the recruitment information that had been missing. Full employment histories had been obtained from the staff. Where staff had previously worked with children or vulnerable adults, the registered manager had contacted the previous employers to obtain evidence of the staff member's conduct in those positions and to verify their reasons for leaving. This information was fully documented in the staff member's files and demonstrated that all possible action had been taken to ensure the staff employed were suitable to work with the people living at the service.

In addition to the retrospective action described above, the provider had reviewed and amended all their recruitment procedures. No new staff had been employed since our last inspection. However, the recruitment policy had been

re-written to include the recruitment checks required of the regulations and all staff involved in recruitment had been involved and trained in that process. The organisation's staff application form and reference request form had been reviewed and amended to ask the applicant and referee for relevant details in line with the regulations. The staff files had been re-organised to ensure those checking recruitment could find and check the information easily. Finally, a recruitment check list had been devised for staff carrying out recruitment to double check that all information had been obtained and was satisfactory. The registered manager told us these new procedures had been adopted at all the provider's locations.

At the last inspection on 8 April 2015 we found some safety issues relating to the premises and equipment that potentially put people at risk of injury. At this inspection we found the provider had taken the action they told us they would take to remove those risks. Where applicable, people living at the service gave us permission to look in their personal rooms to check for the improvements. The bath had been fitted with a thermostatic mixing valve that had been set to ensure the water was no hotter than 44°C. A weekly measurement of the water temperature was carried out to check the valve remained functional. All radiators had been fitted with radiator covers to remove the risk of burns and the first floor windows had been fitted with window restrictors. This meant people were protected from risks of injury related to the premises and equipment.