

MJ Home Care Staffing Limited

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Inspection report

Creech Castle,
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Date of inspection visit:
23 March 2023

Date of publication:
13 April 2023

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

MJ Home Care Staffing Limited provides personal care and support to people living in their own homes. It provides a service to older people and younger adults who may have a range of needs arising from dementia, learning disabilities or autistic spectrum disorder, mental health, physical disability and sensory impairment.

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.

At the time of our inspection 133 people were receiving the regulated activity personal care. This included 3 people who were residing in supported living.

People's experience of using this service and what we found

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

This was a targeted inspection that considered the areas of staffing and recruitment. Based on our inspection we found the service had safe systems of staffing and recruitment to meet people's needs.

The service had thorough systems in place to recruit staff safely. Systems were in place to provide enough appropriately skilled staff to support people's changing needs.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was good (published 06 September 2022).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about staffing and recruitment. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this report.

The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check 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.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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 good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

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Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about staffing and recruitment.

Inspection team

The inspection was conducted by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

This service also provides care and support to people living in a 'supported living' setting, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We announced the inspection shortly before inspection activity commenced.

Inspection activity started on 23 March 2023 and ended on 28 March 2023. We visited the location's office on 23 March 2023.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with 4 people using the service and 2 relatives. We spoke with 5 staff members which included the registered manager and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We reviewed 4 staff recruitment records.

Is the service safe?

Our findings

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

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about staffing and recruitment. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- The service operated safe recruitment processes to ensure staff employed were suitable for the role. This included confirmations on previous employment, right to work, gaps in employment and Disclosure and Barring Service (DBS) checks. DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions. Staff we spoke with confirmed these processes had been undertaken.
- Systems were in place to arrange appropriately skilled staff to provide care and support. People and staff were given rotas in advance. Staff had enough time allocated to travel between visits. There were no missed visits and people saw familiar staff. A person said, "Staff are on time. No missed calls."
- Arrangements were in place to manage staff absence and ensure staff were trained. Staff knew who to contact if they needed additional support and this was available out of hours. Feedback from people included, "Absolutely lovely staff, they do what you ask them to do," and "Staff always complete the tasks allocated." A relative said, "The care team are very good."
- One person told us, "Sometimes [staff] leave a bit early." A new system had been introduced to monitor accurately care visits. Everyone we spoke with confirmed this was in place. This would ensure staff provided the time allocated to the person and the provider had full oversight of this.