

Sonia Heway Care Agency Ltd

# Sonia Heway Care Agency Ltd

## Inspection report

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Date of inspection visit: 09 July 2015  
Date of publication: 13/08/2015

### Ratings

#### Overall rating for this service

Inadequate



Is the service safe?

Inadequate



### Overall summary

We carried out an announced comprehensive inspection of this service on 30 and 31 March 2015 at which breaches of legal requirements were found. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Sonia Heway Care Agency Ltd' on our website at [www.cqc.org.uk](http://www.cqc.org.uk). At the inspection in March 2015 we had found that people were not protected against the risk of safeguarding them from abuse and improper treatment because when people presented behaviour that was challenging the agency had not put appropriate measures in place, including risks to people were not always identified, assessed and monitored. Guidance was not always provided to staff to help reduce risks. The provider had not responded appropriately to allegation of abuse in line with the provider's policy. We took enforcement action and served a warning notice on the provider in respect of this more serious breach in relation to safeguarding people who use services from abuse.

We carried out this focused inspection on 9 July 2015 to check these more serious concerns identified at the last inspection had been addressed and that the service met current regulations. This report only covers our findings in relation to these concerns. We have asked the provider to send us an action plan telling us how and when they will address the other concerns we found at the inspection of 30 and 31 March 2015. We will follow up on the other concerns identified at a later date.

Sonia Heway Care Agency Ltd is registered to provide personal care for people in their homes. At the time of the inspection the agency was providing personal care services to five adults in their homes. There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as

# Summary of findings

does the provider. 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.

At our focussed inspection on the 09 July 2015, we found that concerns we had identified previously had been addressed and action had been taken by the provider to safeguard people using the service. People using the

service were protected from abuse and improper treatment, because care workers did not use any restrictive practices and people's care needs were reviewed and risks were identified and monitored. People and their relatives told us they were satisfied with the service provided. We found that the provider had met current legal requirements for safeguarding people from abuse.

# 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?

At the comprehensive inspection on 30 and 31 March 2015, the service was not safe. People who used the service were being put at risk because when people presented behaviour that was challenging the agency had not put appropriate measures in place. The provider had not responded appropriately to allegation of abuse in line with the provider's policy.

At our focussed inspection on 09 July 2015, we found that action had been taken to improve safety of people who used the service.

People were protected from improper treatment, their care needs were reviewed and risks were identified assessed and planned for. Staff had guidance to help them deliver care in a safe manner.

We found that the provider had met the legal requirements for safeguarding people who used services from abuse.

We could not improve the rating for Safe from Inadequate because to do so requires consistent good practice over time. We will check this during our next planned Comprehensive inspection and review our rating for Safe.

**Inadequate**



# Sonia Heway Care Agency Ltd

## 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 2014 and to provide a rating for the service under the Care Act 2014.

This inspection was carried out to check that improvements had been made to meet the most serious concerns about failure to meet legal requirements identified at our comprehensive inspection on 30 and 31 March 2015. We inspected the service against part of one of the five questions we ask about services: is the service safe. This is because we had taken enforcement action as the service was not meeting a legal requirement in relation to that question at the last inspection. We will follow up on the other concerns identified in March 2015 at a future inspection.

We undertook a focussed inspection of Sonia Heway Care Agency Ltd on 09 July 2015 and this inspection was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service; we needed to be sure that someone would be in. The inspection team comprised of an inspector, supported by an interpreter to communicate with people using the service in their language.

Before the inspection we looked at the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During the inspection we case tracked one care plan, about which we had concerns from March 2015 inspection, staff communication logs, staff attendance records, staff spot check forms, and policies and procedures. We spoke with the registered manager, two members of staff, one person using the service and a relative.

# Is the service safe?

## Our findings

At our inspection on 30 and 31 March 2015, we found that people were not being protected from improper treatment because when people presented behaviour that was challenging the agency had not put appropriate measures in place, including risks to people were not always identified, assessed and monitored. Guidance was not always provided to staff to help reduce risks. The provider had not responded appropriately to allegation of abuse in line with the provider's policy. This was a breach of regulation 11 of the Health and Social Care Act 2008(Regulated Activities) Regulations 2010. Regulation 13 of the Health and Social Care Act 2008 (regulated Activities) Regulations 2014.

We took enforcement action and served a warning notice on the provider requiring them to become compliant with this regulation by 06 May 2015.

We undertook announced focused inspection on 09 July 2015 to check that improvements required following our enforcement action had been made.

People using the service were protected against the risks of safeguarding them from abuse and treatment. A person and their relative told us they felt safe with the care workers. They further said that the care workers do not use restrictive practices as before whilst delivering care and that they were happy about it.

Possible risks to people were identified and monitored and guidance available to care workers to reduce these risks. For example, people's care needs were reviewed, risk assessments had been completed and the care plan was

updated to reflect their current needs. There were guidelines in place advising care workers on how to deliver care in a safe manner and how people should be supported when they presented with behaviour that challenged the service.

Care workers knew how to keep people safe, the signs of possible abuse or neglect and what they should do if they had any concerns. The communication logs we saw showed that care workers had not used any restrictive and potential unsafe practices when people presented behaviour that was challenging. One care worker told us, "when a person present behaviour that is challenging we come out of the person's room and wait outside for few minutes, when the situation is calmed down, we go back and continue with care delivery". Also, on some occasion they had sought a family member's intervention to calm the situation. The office manager carried out regular spot checks and spoke with care workers, to ensure care workers did not use any restrictive practices and people's care was delivered in a safe manner.

The registered manager told us should any staff member be a subject of allegation of abuse in the future they would take appropriate action in line with their policy and procedures to mitigate any risks to people using the service. The registered manager told us there had been no further allegations since the last inspection in March 2015. The registered manager and staff showed an understanding of safeguarding and knew how to raise an alert.

We found that the provider had addressed the serious concerns identified at the last inspection in respect of safeguarding.