

Santa Bapoo

Santa Care

Inspection report

385 Torbay Road
Rayners Lane
Harrow
Middlesex
HA2 9QB

Tel: 02089332625

Website: www.santacarehomes.co.uk

Date of inspection visit:
01 December 2016

Date of publication:
05 January 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 1 and 4 March 2016. At which a breach of legal requirements was found. This was because the provider did not always ensure there were sufficient numbers of suitably qualified, competent, skilled and experienced persons deployed at all times in order to meet people's needs and keep them safe.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook an unannounced focused inspection on the 1 December 2016 to check they had followed their plan and to confirm that they now met legal requirements.

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

Santa Care is registered to provide accommodation and personal care for 5 adults, who have a learning disability and/or mental health needs. The home is owned and managed by Santa Bapoo, an individual who owns two other care homes in North West London. There is no requirement for a separate registered manager for this location. On the day of our visit there were five people living in the home. Public transport and a range of shops and other amenities are located within walking distance of the service.

At our focused inspection on the 1 December 2016, we found that the provider had followed their plan and legal requirements had been met. The provider had taken action to address our concerns about there being insufficient numbers of staff on duty to ensure people were safe and their needs and preferences were met at all times. The provider had provided an additional care worker to work in the service each day to deliver the support and care people needed including enabling people who needed support from staff to access community facilities if they wished to do so.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found action had been taken to improve the safety of the service.

The provider had taken action to deploy sufficient staff in order to meet people's needs and keep them safe.

This meant that the provider was now meeting legal requirements. While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement ●

Santa Care

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.

We undertook an unannounced focused inspection of Santa Care on 1 December 2016 to check that the provider had made improvements to meet legal requirements after our inspection on 1 and 4 March 2016. 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 legal requirements in relation to that question.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

At the visit to the home we spoke with five people using the service, the provider, and two care workers.

During our inspection we checked the systems in place for ensuring there were sufficient competent staff on duty at all times. We looked at a range of documentation, including five people's care plans, records of people's activities and staff rotas.

We also observed staff engagement with people whilst they provided people using the service with care and support.

Is the service safe?

Our findings

At our comprehensive inspection on the 1 and 4 March 2016 we found that there had been insufficient staff deployed in order for people who required support from staff to go out if they wished and to keep people safe.

On the 1 March 2016 there was one care worker on duty from 9am-18.30pm. During that time there were four people in the home for several hours in the morning and five people from approximately 3 pm. An incident took place when a person's behaviour challenged the service and another person using the service on a few occasions became verbally challenging when engaging with other people using the service. The care worker managed the incident well. However, due to working alone the care worker did not have the opportunity to offer people who were unable to go out alone, the option to go out for a walk or to take part in another community activity, which may have helped to calm the situation and also ensure people's social needs were met. Also the care worker was unable to have a suitable break as no other member of staff was available to relieve them of their duties.

This was a breach of the Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 1 December 2016 we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 18 described above.

People told us they were happy living in the home and there were enough staff to enable them to have the opportunity to go out if they wished. A person using the service told us "It's better now." Another person informed us they regularly went out for walks to a local park and to the shops with staff.

During the inspection we heard a care worker asking people if they wanted to go out when a second member of staff came on duty later that morning. The person replied that they would like to go out to the shops. Another person told the care worker they preferred to stay at home. When the second care worker came on duty at approximately 11.30am they confirmed they had planned to accompany people on a shopping excursion or other community activity if people wanted to go out. Two people using the service told us they independently went out into the community. One person went out alone during the inspection and the other person told us they planned to go out later that day.

When we inspected the service on 1 March 2016 it had been during lunch when an incident occurred when a person using the service had shown they were unhappy about the kind of meal another person had received. During our inspection on 1 December 2016 the second care worker was on duty during lunch time so was available to support the other care worker with providing people with a range of meals of their choice and to attend to each person's particular needs, and minimise the risk of a similar incident occurring.

The staff rota records showed that on days when people did not attend a day resource centre a second member of staff, [sometimes the registered manager] was on duty for a few hours to provide people with the

support they needed and to enable them to go out if they wished to do so. People's individual activity records showed that staffing arrangements were flexible, and there had been sufficient staff on duty to ensure all the people using the service were safe and they could participate in a range of activities outside of the home, including; attendance of health appointments and places of worship, shopping for personal items, taking part in holidays and other social events.

We spoke with two care workers who confirmed they had the breaks they needed and that the changes to the staffing arrangements had been positive in ensuring they had more opportunity to support people in taking part in community based activities. A care worker told us "People go out a lot." Another care worker said they had gone out shopping with a person using the service on the day before the inspection and planned to go out with people later on the day of our inspection.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.