

Mr Fafe Fainosi Mudzingwa

Chenash HomeCare Specialists

Inspection report

17 Lindores Road
Carshalton
Surrey
SM5 1BQ

Tel: 02086486400
Website: www.chenashhomecare.co.uk

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of this service on 27 October 2015 at which a breach of legal requirements was found. The provider had not notified us of two incidents with regards to abuse or allegations of abuse in relation to people using the service and incidents reported to, or investigated by the police. After the inspection, the provider wrote to us with a plan for how they would meet the legal requirements in relation to this breach.

We undertook this focused inspection on 31 March 2016. We checked the provider had followed their plan and made the improvements they said they would to meet legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Chenash HomeCare Specialists on our website at www.cqc.org.uk

Chenash HomeCare Specialists is a small domiciliary care agency which provides personal care and support to people in their own homes. At the time of our inspection there were approximately 45 people receiving personal care from this service, which was funded by their local authority.

The service had a registered manager in post. 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 a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

At this inspection we found the provider had taken appropriate action to ensure notifications they are legally required to submit to CQC were done so and without delay.

The provider had ensured all staff were aware of the service's legal obligations about notifying CQC of events and incidents and how and when this should be done. They and the registered manager demonstrated a good understanding and awareness of their responsibilities for ensuring this was done without delay. Information about the process for submitting notifications was accessible to all staff.

The provider, through quality assurance checks, ensured notifications were submitted to CQC promptly when there had been an event or incident involving people using the service. Our own records showed the provider had fulfilled their legal obligations to submit notifications in a timely manner, following the last inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

We found that action had been taken to ensure that notifications the provider is legally required to submit to CQC, were done so and promptly.

We have not improved the rating for this key question from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection of the service.

Requires Improvement ●

Chenash HomeCare Specialists

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 checked 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.

This focused inspection was announced and undertaken by a single inspector on 31 March 2016. It was done to check that improvements had been made by the provider after our comprehensive inspection on 27 October 2015. This is because the service was not meeting a legal requirement at the time of that inspection. We inspected the service against one of the five questions we ask about services: Is the service well led?

Before the inspection we reviewed the information we held about the service. This included notifications the provider is required to submit to the CQC. We also read the written report we asked the provider to send us, setting out the action they would take to take to meet the regulation that was not being met at their last inspection.

During our inspection we spoke with the provider and registered manager. We also looked at records relating to the management of the service.

Is the service well-led?

Our findings

We inspected the service on 27 October 2015 and found the provider in breach of the regulation which required them to notify us (CQC), without delay, of events and incidents that had occurred involving people using the service. Specifically we found the provider had not notified us of two incidents with regards to abuse or allegations of abuse in relation to people using the service and incidents reported to, or investigated by the police.

After the inspection, the provider wrote to us with an action plan setting out how they would ensure notifications about events and incidents were sent to CQC as required. At this inspection we found the provider had taken all the action they said they would, to make the improvements needed to meet legal requirements.

The provider had taken appropriate action to ensure all staff were aware of the service's legal obligation to submit notifications about events and incidents involving people who use the service, without delay. The provider and registered manager demonstrated a good understanding and awareness of events and incidents that must be reported to CQC and how this should be done. The registered manager was clear about their responsibilities to ensure CQC registration requirements were being met, particularly with regard the submission of notifications.

We saw information about statutory notifications and when and how these should be submitted to CQC was easily accessible to staff in the provider's office. The provider and registered manager undertook quality monitoring checks to ensure the service was meeting its legal obligations. As part of their quality checks, the provider reviewed records about events and incidents to ensure that the appropriate notification had been submitted to CQC by staff.

Checks of our own records showed that since our last inspection, the provider and registered manager had submitted notifications to us as required. Records of events and incidents maintained by the service matched the information we held on our own records which indicated the provider was fulfilling their legal obligations as required.