

Southside Partnership

Wandsworth Adult Placement Service

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 14 and 22 October 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 in relation to staffing.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements in relation to the breaches found. 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 'Wandsworth Adult Placement Service' on our website at www.cqc.org.uk.

Wandsworth Adult Placement Service, known as Shared Lives, provides personal care and accommodation for people of all ages with learning disabilities. People who use the service can access short term, long term and respite care within a family home. They also offer an out of hour's emergency service. They primarily support people with learning disabilities and some have additional needs such as sensory impairments.

There was a registered manager at the service. 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.

At our previous inspection we found that mandatory training for shared lives carers was out of date. We also found that some carers did not have their Disclosure Barring Service (DBS) checks renewed every three years and we made a recommendation to the provider at the time to be followed up. At this inspection, we found that improvements had been made in both areas.

A new training portal was used to monitor all the training that shared lives carers had completed and we saw that there had been a big improvement in the numbers of carers that had completed their mandatory training.

We also found that the provider followed up on our recommendation and had ensured that carers had up to date Disclosure Barring Service (DBS) and had a system in place for monitoring when DBS checks were expiring.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

The provider had ensured that carers had up to date Disclosure Barring Service (DBS) and had a system in place for monitoring when DBS checks were expiring.

Is the service effective?

Good ●

The service was effective.

The majority of carers were up to date with their mandatory training.

The provider had an effective system in place for monitoring the training that carers had completed.

Wandsworth Adult Placement Service

Detailed findings

Background to this inspection

We undertook this announced focused inspection on 17 May 2016. 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.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our inspection on 14 and 22 October 2015 had been made. We inspected the service against two of the five questions we ask about services: Is the service safe? Is the service effective? This is because the service was not meeting some legal requirements.

The inspection was undertaken by a single inspector.

During our inspection we spoke with the registered manager, looked at staff criminal records checks, training records and reviewed the online training portal for the provider.

Is the service safe?

Our findings

At our previous inspection which took place on 14 and 22 October 2015, we found that some carers did not have their Disclosure Barring Service (DBS) checks renewed every three years as per the providers own policies. We made a recommendation to the provider at the time to be followed up.

At this inspection we found that improvements had been made.

the registered manager showed us a up to date spread sheet of all carers DBS checks. We saw that of the 46 active cares, 42 had current DBS checks in place. There were four permanent carers who had expired DBS checks. However, these were all submitted February 2016 as part of the provider's improvement plan. These applications, when tracked on line, were showing as being with the police and the provider was waiting for these to be returned. The provider also had a system in place for monitoring when DBS were about to expire so they could submit future applications in time.

Is the service effective?

Our findings

At our previous inspection which took place on 14 and 22 October 2015, we found that the provider was not fully complying with their own requirements on renewing mandatory training.

At this inspection we found that improvements had been made.

The registered manager told us that since the previous inspection the provider had launched a new training portal used for scheduling, monitoring and documenting all the training that shared lives carers had booked onto and completed. He told us, "I can now log onto the system and check progress of all the training that a carer has started and completed." He also said, "When people complete a course, I get an email with their training certificate and we keep a copy within the system."

The registered manager told us that since the last inspection, they had primarily focussed on ensuring all shared lives carers were up to date with their mandatory training and the focus in future would be to offer additional training such as person centred planning, epilepsy, autism and independence and choice. Mandatory training consisted of the following topics, safeguarding, medicines, health and safety, fire safety, manual handling, first aid, infection control, food hygiene and equality and diversity.

We logged onto the system and saw that all full-time carers were now fully compliant with their mandatory training. We saw that carers had enrolled onto courses and had completed them appropriately. We checked their training certificates which corresponded to the dates they had completed their training.

An accurate database was also maintained with details of when carers had completed their training and when it was due to expire. Previously only 63% of carers had completed fire safety, 61% health and safety, 80% first aid and 74% safeguarding. At this inspection, we found that these figures now stood at 95%, 97%, 90%, 92% respectively.

We have improved the rating for this question from requires improvement to good because we found that concerns had been addressed.