

Consensus Support Services Limited

48 The Grove

Inspection report

48 The Grove
Isleworth
Middlesex
TW7 4JF

Tel: 02087589158

Date of inspection visit:
25 January 2017

Date of publication:
21 February 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

Say when the inspection took place and whether the inspection was announced or unannounced. Where relevant, describe any breaches of legal requirements at your last inspection, and if so whether improvements have been made to meet the relevant requirement(s).

Provide a brief overview of the service (e.g. Type of care provided, size, facilities, number of people using it, whether there is or should be a registered manager etc).

N.B. If there is or should be a registered manager include this statement to describe what a registered manager is:

'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.'

Give a summary of your findings for the service, highlighting what the service does well and drawing attention to areas where improvements could be made. Where a breach of regulation has been identified, summarise, in plain English, how the provider was not meeting the requirements of the law and state 'You can see what action we told the provider to take at the back of the full version of the report.' Please note that the summary section will be used to populate the CQC website. Providers will be asked to share this section with the people who use their service and the staff that work at there.

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 the provider had taken action to improve the safety of people using the service.

The accident and incident reports we reviewed showed the registered manager and provider responded appropriately to any possible safeguarding concerns.

The registered provider worked with the local authority to carry out investigations into specific incidents, where this was required.

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 ●

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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.

This inspection took place on 25 January 2017 and was unannounced. One inspector carried out the inspection. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in February 2016 had been made. 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.

Before the inspection we reviewed the information we hold about the service, including statutory notifications of incidents and events affecting people using the service. During the inspection we reviewed the provider's accidents and incident reports and the report of an investigation carried out following one incident.

Is the service safe?

Our findings

At our last inspection in February 2016 we found that people using the service may have been at risk of unsafe or inappropriate care as the provider did not always follow their safeguarding procedures and failed to notify the local authority and the Care Quality Commission (CQC) of possible safeguarding concerns. We looked at a sample of accident and incident forms care staff had completed. We also saw one body map where a support worker had recorded a "big, blue / purple bruise on upper right arm." We checked the person's daily care notes and found no explanation of how the injury was caused. There was no incident form completed and no evidence the provider had reported the incident to the local authority's safeguarding team as a possible safeguarding concern. We discussed this with the registered manager who agreed the incident should have been reported to the local authority and they made sure they did this during the inspection.

Before the January 2017 inspection we reviewed the information we held about the service and saw the registered manager had sent us two notifications of possible safeguarding incidents involving people using the service. The notifications were detailed and included all of the information we needed. The provider and registered manager had taken appropriate action and had reported both incidents to the London Borough of Hounslow's safeguarding adults team, as well as the CQC.

At this inspection we saw support staff completed an accident or incident form and a body map if they witnessed an incident or accident that involved a person using the service or a member of staff. They also told us they recorded details of the incident or accident in people's daily care records. The registered manager reviewed all accident and incident forms and referred specific incidents to the local authority's safeguarding adults team, in line with the provider's policy and procedures.

Following one incident the registered manager referred to the local authority, they were asked to carry out an investigation into the cause of an injury sustained by a person using the service during the incident. We saw the registered manager completed a detailed investigation that included interviews with support staff on duty at the time and a review of records kept in the service that related to the incident. The registered manager confirmed they had sent the report to the local authority who accepted it and closed their safeguarding investigation.

As a result of the evidence we saw during this inspection, we are reassured that the provider and registered manager had taken action to ensure that people using the service were supported and cared for safely.