

# Emergency Personnel Home Care Ltd

# Emergency Personnel Homecare Ltd

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

### About the service

Emergency Personnel Homecare Ltd is a domiciliary care agency. It provides nursing and personal care to people living in their own homes. It provides a service to older adults, younger disabled adults and children. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

At the time of the inspection the provider was supporting 49 people with personal care across 16 London Boroughs and 10 other Clinical Commissioning Groups (CCG) outside of London.

The provider also recruited staff through a recruitment agency which was part of their organisation. They provide nursing and healthcare staff to NHS hospitals and private healthcare services under separate contracts, not managed within the remit of the CQC's regulatory authority.

### People's experience of using this service and what we found

We received information raising concerns about the current recruitment practices of the provider, which alleged nursing and healthcare staff were sent out to work before the necessary checks had been completed. This included staff not having Disclosure and Barring Service (DBS) certificates, appropriate visas or right to work in the UK documents or valid references. It was also alleged that documents were falsified to show they were compliant for their external auditors and senior staff asked the recruitment team to amend dates on a range of documents to show they were currently valid.

We found no evidence during the inspection that showed safe recruitment practices were not being followed, with examples of the provider following best practice to ensure the staff they recruited were suitable to work with vulnerable people and children.

The management team were open and transparent when we discussed the concerns with them and explained they had gone through a large change in the team structure, where there had been a turnover of staff due to performance issues.

We did not speak with any people who used the service as part of this inspection as they would not be able to comment on the recruitment practices carried out by the provider.

### Rating at last inspection

The last rating for this service was good (published 11 December 2018).

### Why we inspected

We undertook this targeted inspection to follow up on a specific concern which we had received about the service. The inspection was prompted in response to concerns received about safe recruitment practices. A

decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe section of this full report.

You can read the report from our last inspection, by selecting the 'all reports' link for Emergency Personnel Homecare Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Follow up

We will continue to monitor information we receive about the service. If we receive any concerning information we may return to inspect.

## 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 our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Emergency Personnel Homecare Ltd

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirements of the specific concern we had about safe recruitment practices. We will assess all of the key questions at the next inspection of the service.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Emergency Personnel Homecare Ltd is a domiciliary care agency. It provides personal care to people living in their own homes.

The service had a manager who was awaiting their application and was in the process of becoming registered with the Care Quality Commission. A registered manager is a person who is legally responsible for how the service is run and for the quality and safety of the care provided. The manager informed us after the inspection they had their registered manager interview scheduled on 3 March 2021.

#### Notice of inspection

This inspection was announced with less than 48 hours' notice. We gave the provider a short notice period because we were aware the management team were at times working remotely due to COVID-19 and we needed to ensure somebody would be available to assist us with the inspection. The provider was not informed about the information of concern we received when notice was given.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require

providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We reviewed the previous inspection report and we sought feedback from the local authority and health and social care professionals who work with the service. We also reviewed the information of concern that had been shared with us via our contact centre which triggered this inspection. We used all of this information to plan our inspection.

During the inspection

We reviewed 10 staff files in relation to recruitment and training and external audit reports related to the provider's recruitment agency contracts compliance. We spoke with four staff members. This included the manager, a director, the head of operations and the compliance and quality manager.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concern we had about safe recruitment practices. We will assess all of the key question at the next inspection of the service.

### Staffing and recruitment

- We found the provider had continued to follow safer recruitment procedures since their last inspection to ensure staff were suitable to work with people who used the service. All appropriate checks for staff had been completed and there was evidence of photographic proof of identity, up to date DBS checks and appropriate references were in place.
- Where references only confirmed the applicant's previous employment without information related to their suitability to the role, this was followed up during the interview assessment process with a clinical lead. This covered employment histories, previous training, scenario-based questions and an overview of their competencies. This gave us further reassurances the provider was following best practice.
- Original copies of DBS certificates were in place and all applicants were registered on the DBS online update service, with an annual check part of the recruitment policy. Where an applicant had a disclosure on their DBS, this was discussed during the interview and a risk assessment was completed.
- Records showed evidence of residence permits where applicants had the right to work in the UK, including corresponding documents from the Home Office confirming this. Applicants who were registered nurses had records of their registration with the Nursing and Midwifery Council (NMC), with an NMC tracker in place notifying the provider when their registration was due for renewal.
- The compliance and quality manager told us their system would not allow staff to be booked in for shifts if their checks had not been completed or their profile was flagged as non-compliant. We saw staff were sent reminders about their responsibilities to ensure all records were up to date. The system also had a range of alerts set up for when documents needed to be reviewed, including DBS checks.
- The provider had further reassurances as their NHS and private healthcare contracts were subject to external oversight. Although staff recruited and working at these placements were not within the remit of the CQC's regulatory authority, the provider shared their recent audit results which did not identify any serious issues or systemic concerns.
- The compliance and quality manager, who started at the organisation in November 2020 told us they would feel confident raising any concerns if they felt there was malpractice occurring with the recruitment processes. They added, "I have reiterated to all the consultants, safeguarding is paramount, and we are not here to stop people working, but to make sure they are safe to work."