

Richmond Care Villages Holdings Limited

Richmond Village Letcombe

Regis DCA

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

Is the service well-led?

**Inspected but not rated**

# Summary of findings

## Overall summary

The inspection of Richmond Village Letcombe Regis DCA (domiciliary care agency) commenced on 28 June 2018 and was unannounced.

We undertook this focused inspection of Richmond Village Letcombe Regis DCA on 28 June 2018. This inspection was prompted by the provider's statutory notification to CQC of a significant event. The information shared with CQC about the incident indicated potential concerns about safe care and treatment. This inspection examined those risks and reported on the findings in the safe and well-led domains. The incident is subject to a separate external investigation and as a result we did not examine the circumstances of the incident as part of this inspection.

This report only covers our findings in relation to the above topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Richmond Village Letcombe Regis DCA' on our website at '[www.cqc.org.uk](http://www.cqc.org.uk)'. The last inspection was carried out 11 July 2017. At that inspection the service was rated as "Good" and was meeting all of the relevant regulations.

Our findings at this inspection have not changed the current rating of "Good for the key question in Safe, the current rating of 'good' for the key question Well-led or the overall rating of 'good' for this service because we did not look at all the areas for the key question Safe and Well-led. We will review all areas of the key questions of Safe and Well-led in full at our next comprehensive inspection.

Richmond Village Letcombe Regis DCA provides personal care services to people in their own homes. At the time of our inspection 25 people were receiving personal care from the service.

The service has a registered manager. 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 and associated Regulations about how the service is run.

Risks to people's well-being had been assessed and recorded. Staff had clear guidance how to assist people so the risks associated with their care, such as moving and handling or the risks of falls were managed safely.

Systems were in place to monitor risks and quality of service. The registered manager ensured improvements were made when risks had been identified. The provider took prompt action following the safety incident to ensure people received safe care and treatment.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Risks to people's well-being and their individual conditions were assessed and recorded.

Staff had clear guidance how to safely assist people so the risks associated with their care, such as moving and handling or the risks of falls were managed safely.

**Inspected but not rated**

### Is the service well-led?

Systems were in place to monitor risks and the quality of service. Prompt action was taken to address the areas where concerns had been identified.

The provider took prompt action following the safety incident to ensure people received safe care and treatment.

**Inspected but not rated**

# Richmond Village Letcombe Regis DCA

## **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 prompted by the provider's statutory notification of an incident when a person using the service sustained a serious injury. This incident is subject to a separate investigation and we did not examine the circumstances of the incident as a part of this inspection. However, the information shared with CQC about the incident indicated potential concerns about the management of risk of people using the service. Therefore we needed to be reassured we examined those concerns.

We undertook this unannounced focused inspection of Richmond Village Letcombe Regis DCA on 28 June 2018. This inspection was carried out by one inspector. During this inspection we looked at the two key questions; was the service safe and was the service well-led.

We spoke with one person, four staff members and the registered manager. We reviewed four people's care records. We also reviewed records relating to the management of the service, including four staffing files and incidents and accidents records.

## Is the service safe?

### Our findings

People's individual risks were assessed by the registered manager and staff. People's care files contained risk assessments based on people's individual needs in relation to areas such as falls, moving and handling, and skin integrity. People's risk assessments were reviewed regularly and when people's care needs changed. Where risks associated with people's care had been identified, care plans contained clear guidance for staff to follow on how to reduce these risks. For example, one person's moving and handling risk assessment included details of which hoist and sling staff should use to assist the person to mobilise safely.

Another person had been assessed as at high risk of falling. This person's care records gave guidance for staff on the number of staff required to deliver personal care and how to use clear and concise language during moving and handling tasks. Staff were also guided to ensure the person's walking aid was within reach. Staff we spoke with were aware of this guidance and told us they followed it. We checked to make sure the correct ratio of staff were being deployed to support this person safely. Records confirmed that the correct number of staff were being deployed effectively.

The registered manager and staff knew how to keep people safe. They knew which people were at risk of falling and which people required equipment to support them with their mobility. One staff member told us, "We check the equipment every time we use it. To make sure it is in safe working order". Another member of staff said, "I have recently had my competencies (to use moving and handling equipment) checked by the OT (Occupational Therapist)". We spoke with a visiting Occupational Therapist and they told us, "I know if I give out guidance and a care plan then they will follow it. There is good communication here". The registered manager was able to demonstrate how they ensured staff moving and handling training was kept up to date. There was evidence staff had their moving and handling competencies checked regularly in order to keep people safe from unsafe techniques and practices.

## Is the service well-led?

### Our findings

The inspection was prompted by the provider's notification to CQC of a safety incident. The provider took prompt action following the safety incident to ensure people received safe care and treatment. The registered manager informed us of some of the actions they and their staff team had taken following this incident. These actions included reviewing the commodes used by people and developing additional, commode specific care plans. The provider also reviewed the training provision and whilst all staff were up to date with relevant training at the time of the incident the provider ensured all staff were booked onto refresher manual handling training following the incident. The registered manager and provider were in a process of completing a root cause analysis investigation of the incident and would be sharing this information with Care Quality Commission (CQC) when completed.

Systems were in place to monitor risks and the quality of service. Improvements were made when risks were identified, for example, one person had a fall, the registered manager identified there was a pattern associated with the person becoming unsteady on their feet. The registered manager and staff identified this was as a result of inappropriate footwear. The service used this information to support a referral to the CHSS (Care Home Support Service). Although the service is not a care home it is located within the same grounds as a care home owned by the provider. Therefore the registered manager approached the CHSS and asked if they would be willing to give some recommendations to mitigate the risk of future falls for this person. CHSS agreed and carried out the assessment that resulted in recommendations. As the result of staff adhering to these recommendation the person's risk of falling was reduced.

There were systems in place to report and investigate safety concerns. The registered manager inputted all accidents and incidents onto an electronic monitoring system used by the provider which generated a monthly report. This identified the number of accidents which had occurred to both people and staff every month and actions the service had taken. We saw evidence that incidents and accidents were reviewed by the registered manager to ensure people were protected from preventable risk. Because Richmond Village Letcombe Regis DCA provided personal care services to people in their own homes, the maintenance of equipment used by people is the responsibility of other healthcare professionals. However the registered manager ensured that safety checks were carried out by the service in addition to the safety checks that were carried out by other healthcare professionals. Records confirmed that safety checks of equipment used for assisting people with their mobility such commodes were regularly carried out by staff. The registered manager had also ensured this was checked when carrying out unannounced spot checks and observations of staff.