

## Housing & Care 21

# Housing & Care 21 - Milton Keynes

### Inspection report

Unit 5 Douglas House  
32-34 Simpson Road  
Milton Keynes  
Buckinghamshire  
MK1 1BA

Tel: 03031233240

Website: [www.housing21.co.uk](http://www.housing21.co.uk)

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### Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 21 December 2015, during which breaches of legal requirements were identified. We found that staff did not receive regular training to provide them with the skills and knowledge they needed to perform their roles.

We asked the provider to submit an action plan to tell us how they would meet these regulations in the future; they stated that they would have addressed the breaches of regulation by 29 April 2016. During this inspection we returned to see if the service had made the improvements they stated in their action plan. We found that the provider was now meeting these regulations.

We undertook this focused inspection on 15 June 2016, to check that they had followed their plan and to confirm that they now met 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 Housing & Care 21 - Milton Keynes on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Housing & Care 21 is registered to provide personal care for adults in their own homes. They currently provide support for people with a range of needs, including people who may be living with dementia. On the day of our visit the service provided support for 65 people in their own homes.

The service did not have a registered manager; however there was a manager in post and their application to register was in progress with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC 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.

Improvements had been made to staff training at the service. There was a clear induction process for new staff, which incorporated the Care Certificate and provided staff with training and support as they learned about their roles. There was also regular on-going training for staff to develop and maintain their skills. The service now had regular access to a regional training coordinator and systems were in place to manage staff training and support them to develop specialist skills required for their roles.

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

We always ask the following five questions of services.

### Is the service effective?

The service was not consistently effective.

Improvements had been made to the systems in place for staff training and development. Staff received an induction as well as regular on-going training to provide them with the skills they needed to perform their roles.

We could not improve the rating for effective from requires improvement, because to do so requires consistent good practice over time. We will check this during our next planned 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.

We undertook an announced focused inspection of Housing & Care 21 - Milton Keynes on 15 June 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our 21 December 2015 comprehensive inspection had been made. We inspected the service against one of the five questions we ask about services; Is the service effective? This is because the service was not meeting some legal requirements.

The inspection team comprised of one inspector. We gave the provider 48 hours' notice prior to the inspection as we needed to make sure there would be staff available for us to speak with, and documentation available for us to review.

Before this inspection we reviewed all the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. We spoke with the local authority to gain their feedback as to the care that people received. We also reviewed the report from our previous inspection.

During the inspection we spoke with the regional operations manager and the service manager about the changes they had introduced since our previous inspection. We also spoke with the learning development facilitator, a care coordinator and two members of care staff.

We reviewed information about the management of staff learning and development at the service, to corroborate what we were told.

# Is the service effective?

## Our findings

During our inspection on 21 December 2015 we found that staff members did not always receive the training they needed to enable them to perform their roles fully. Staff members did not receive the specific courses they needed to meet people's individual needs and we found that there were a number of gaps in staff training records, which had not been addressed. We found that this was a breach of regulation 18 (1) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we found that the provider had made improvements in this area. The manager explained that training had been prioritised to help provide staff with the skills and knowledge they needed to perform their roles and that plans had been implemented to ensure staff received regular and on-going training. In addition, they told us that the region now had a dedicated learning and development facilitator, who committed to spending at least one week each month providing training for the service.

On the day of our inspection there was staff training taking place. We observed that this was induction training for new staff, which had been running for several days prior to our visit. Staff on this induction told us that they were very impressed with the training they received and the provider's approach to training staff. One staff member said, "I have really enjoyed the training, it's made me think." They went on to tell us that they felt the training they had received gave them a good platform to go on and perform their roles. Staff members also told us that they knew they would be supported throughout their induction period to ensure they were comfortable in their roles. They explained that on their first shifts they would be shadowing experienced staff members to allow them to observe their practice and to get to know people. The learning and development coordinator told us that the induction programme covered the Care Certificate, which ensured new staff were assessed against the core essential standards of care.

The manager and regional operations manager told us that staff inductions had been reviewed and extended to provide staff with more training so that they were well prepared for their roles. They also told us that staff did some shadowing shifts; however the number of these depended on each individual staff member's experience and confidence, giving a flexible approach which was tailored to staff needs. The learning and development coordinator explained to us that training was also flexible in approach, as all staff learned in different ways. They told us there was a mixture of face-to-face and e-learning training courses for staff, and that they could also approach the manager or themselves to discuss specific areas where they required support. They also told us that staff could attend external training to help develop their skills, particularly if they had an area of specialist interest.

Staff told us that they received on-going training to help maintain their skills. They were able to attend parts of the induction as refresher sessions, as well as come into the office to complete some e-learning training. One staff member told us, "The flexibility with training is very good." Another staff member told us that they were able to complete different training courses and qualifications through the provider. They told us that this meant they could develop their skills and explore areas of specific interest, as well as develop and move up through the company. They said, "The potential for development and internal promotion is very good. The ability to develop a career with the organisation gives you motivation."

The manager showed us records to confirm that training had been prioritised since our last visit to the service. We saw that the training matrix was complete and indicated that staff had been trained, as well as when they were due for their training to be refreshed. Training certificates matched the training matrix and showed when each staff member had completed each individual course. We also saw that there were plans in place for future training sessions both internally and those organised by the local authority. The regional operations manager also showed us that a new training matrix tool was soon to be launched by the provider, which improved upon the previous matrix and provided the ability to easily audit training statistics.

The provider had taken steps since our last inspection to improve the management and delivery of training at the service. Staff received an in-depth induction when they started working at the service, as well as regular on-going training to develop and maintain their skills and knowledge.