

First City Nursing Services Limited

First City Nursing Services Ltd Cheltenham

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 3 and 4 March 2016. At this inspection we found that the service had not always recorded the lawful consent of people who did not have the mental capacity to consent to their care. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 21 March 2017 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 this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'First City Nursing Services Ltd Cheltenham' on our website at www.cqc.org.uk.

First City Nursing Services Ltd Cheltenham is a domiciliary care service which provides personal care and support to people of all ages with physical needs as well as people who have learning disabilities, mental health problems and sensory impairments. The service provides care and support to people who live in their own homes. The level and amount of support people need is determined by their own personal needs. We only inspected parts of the service which supported people with the regulated activity of personal care. At the time of our inspection there were three people receiving support with their personal care.

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.

At our focused inspection on the 21 March 2017, we found that the provider had followed their plan and the legal requirements had been met.

People's care plans contained mental capacity assessments which clearly detailed where people could or could not consent to their care and documented other healthcare professionals involved in their care. Where people had the capacity to consent to their care, their consent and involvement was clearly recorded.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

People's care plans contained mental capacity assessments which clearly detailed where people could or could not consent to their care and documented other healthcare professionals involved in their care. Where people had the capacity to consent to their care, their consent and involvement was clearly recorded.

This meant that the provider was now meeting legal requirements.

As improvements have been made and effectively embedded since our last inspection we have revised the rating for this key question from 'requires improvement' to 'Good'.

Good ●

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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 service was 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 a focused inspection of First City Nursing on 21 March 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 3 and 4 March 2016 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 legal requirements in relation to that question.

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements.

The inspection was undertaken by one inspector and was announced. We gave the provider 48 hours' notice of our inspection as they may be out assisting people with their personal care. We spoke with the registered manager and a branch manager. We reviewed three people's care plans and risk assessments.

Is the service effective?

Our findings

At our last inspection in March 2016 we found the provider had not always recorded the consent of people who did not have the mental capacity to consent to their care. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We issued the service with a requirement notice regarding the relevant breaches. At this inspection we found action had been taken and the service had now met this regulation.

People's care plans contained mental capacity assessments which clearly detailed where people could or could not consent to their care and also documented other healthcare professionals involved in their care. For example one person did not have the capacity to consent to their care. A best interest assessment had been carried out in relation to their care needs and the support they required. The provider worked alongside healthcare professionals to ensure the person's care and treatment was in accordance with their needs and in their best interest. The provider had clearly recorded where the person needed full support with their care and where they were able to make decisions around their care and support.

People's consent to their care had been documented. For example, two people had the capacity to consent to their care. The people's care assessments clearly documented people's consent and where they had been involved in planning and assessing their care needs. Where people were unable to sign to give their consent, this was clearly recorded by the service alongside the reason the person was unable to sign the document. Additionally where people had authorised others to make decisions in their best interest (Lasting Power of Attorney) this was clearly recorded on their care assessments.