

Aquaflo Care Ltd

Aquaflo Care Limited

Inspection report

182 The Broadway
London
SW19 1RY

Tel: 02085408441
Website: www.aquaflocare.com

Date of inspection visit:
02 December 2016

Date of publication:
24 January 2017

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

This inspection took place on 2 December 2016 and was announced. The last Care Quality Commission (CQC) comprehensive inspection of the service was carried on 3 May 2016. At that time we rated the service as 'Requires Improvement' overall because we found the provider to be in breach of two regulations we looked at. Specifically, we found the provider failed to operate safe staff recruitment procedures or notify the CQC without delay about an allegation of abuse involving a person who received a service from this agency.

This report only covers our findings in relation to this inspection. You can read the report from our previous comprehensive and focused inspections, by selecting the 'all reports' link for 'Aquaфло Care Limited' on our website at www.cqc.org.uk.

Aquaфло Care Limited is a domiciliary care agency located in Wimbledon that provides personal care and support to people living at home in and around South West London. At the time of our inspection approximately 40 people received a service from this agency, which included two people who lived in residential care homes in the area. Most people receiving a service from the agency were older adults who had a range of health care needs and conditions, including dementia care needs.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC). Registered managers like registered providers 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. The registered manager was responsible for the day-to-day running of this agency in Wimbledon, as well as another of the provider's South London branches located in Croydon. Both the Wimbledon and Croydon branches are of a similar in size and are within close proximity to one another.

During this focused inspection, we found that the provider had followed their action plan and now met legal requirements. Specifically, the provider had improved their staff recruitment practices. Appropriate employment and criminal records checks had been carried out on all new staff to ensure they were suitable and fit to work for the agency. In addition, we found the provider had notified the CQC in a timely way about the occurrence of any incidents and events that affected the health, safety and welfare of people using the service, which they are legally required to do.

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 that appropriate action had been taken by the provider to meet legal requirements.

The provider had checked the suitability and fitness of new staff to work for the agency.

While we saw improvements had been made to the way the provider recruited staff we have not changed the rating for this key question. To improve the rating to 'Good' would require us to see evidence over a longer period of time of consistent good practice in relation to the provider's staff employment procedures.

Requires Improvement ●

Is the service well-led?

We found that appropriate action had been taken by the provider to meet legal requirements.

The provider notified the CQC without delay about any incidents they were legally required to do so.

While we saw improvements had been made to the way the provider immediately notified the CQC about any incidents that adversely affected the people using the service we have not changed the rating for this key question. To improve the rating to 'Good' would require us to see evidence over a longer period of time of consistent good practice in relation to the provider sending us statutory notifications.

Requires Improvement ●

Aquaflo Care Limited

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 checked 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 focused inspection took place on 2 December 2016 and was announced. We gave the provider 48 hours' notice of the inspection because managers are sometimes out of the office supporting staff or visiting people who use the service. We needed to be sure the registered manager would be available to speak with us on the day of our inspection. The inspection was carried out by one inspector.

The inspection was carried out to check all the improvements the provider said they would make to ensure they met their legal requirements had been implemented. We inspected the service against two of the five questions we ask about services: Is the service safe? Is the service well-led?

Before our inspection we reviewed the information we held about the service. This included notifications the provider had sent to us since their last inspection and the action plan we had asked them to send us. The action plan set out how the provider intended to meet the regulations they had breached at their last inspection.

During our inspection we spoke with the registered manager, a senior member of staff who was in charge of governance and a member of human resources. Records we looked at included the files of five new potential staff members the service was in the process of recruiting and various other documents that related to the overall management of the service.

Is the service safe?

Our findings

At our last inspection of the service in May 2016 we rated them 'requires improvement' when answering the key question 'is the service safe?' This was because we found issues with the way the provider recruited new staff. Specifically, we found gaps in recruitment checks the provider should have undertaken to ensure all new staff they employed were suitable and fit to support people who received a service from this agency. .

During this inspection we found improvements had been made by the provider to the processes they followed when recruiting new staff to the agency. We saw the provider had obtained recent employment and character references to verify the skills, experience and suitability for the role of all five candidates the service was currently in the process of recruiting. The provider continued to ensure they obtained evidence of staff's identity, right to work in the UK, training undertaken and criminal records checks. These measures enabled the provider to assess that staff were suitable and fit to support people living at home who received domiciliary care service from the agency.

Is the service well-led?

Our findings

At our last inspection of the agency in May 2016 we rated them 'requires improvement' when answering the key question 'is the service well-led?' This was because the provider had failed to notify the CQC in a timely manner about an allegation of abuse involving a person who received a service from the agency. This meant the CQC did not have any up to date or accurate information about this safeguarding incident so that where needed, we could take follow-up action to assure ourselves the provider had responded appropriately to it.

At this focused inspection we found the provider had taken appropriate steps to follow the action plan they had sent us. The provider's records of any safeguarding incidents involving people using the agency which had occurred since our last inspection matched the information we held about Aquaflo Care Limited. For example, we saw a notification we had received indicated the registered manager had emailed the CQC in a timely manner about a recent allegation of abuse involving a person using the agency. These statutory notifications provide us with details about important events which the service is required to send us by law. Records also showed us that as part of the provider's quality monitoring audits manager's staff regularly check incidents involving people who use the service to determine whether or not they are legally obliged to notify the CQC.

This was confirmed by discussions we had with the registered manager and a senior member of staff in charge of governance who both demonstrated a good understanding of their roles and responsibilities in relation to reporting about significant incidents involving people receiving a service from the agency to the CQC.