

Unique Personnel (U.K.) Limited

Unique Personnel (UK) Limited – Newham Branch

Inspection report

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27 September 2016

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Ratings

Overall rating for this service

Good ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on the 27 and 28 August 2015. A breach of legal requirements was found. After the We carried out an announced comprehensive inspection of this service on the 27 and 28 August 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to more frequent training in moving and handling and monitoring staff completion of the care certificate.

We undertook this focused inspection on the 27 September 2016 to check that they had followed their plan and to confirm that they now met legal requirements. We found that the service had made improvements. 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 (location's name) on our website at www.cqc.org.uk"

The service is registered with the Care Quality Commission to provide support with personal care to adults and children living in their own homes. They support people with a variety of needs, including people living with dementia, people with physical disabilities and people with learning disabilities and on the autistic spectrum.

The service had 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 2008 and associated Regulations about how the service is run.

The service was providing staff with regular training in moving and handling. Records showed that staff received training to support their role and to move people safely within their home. The registered manager told us staff now received training every year in this area and they also received refresher training every two to three months to support them in their role.

Staff were also supported to complete the care certificate and records showed this had been done and staff were assessed to further check their competency when delivering care.

As this was a focused inspection and took place more than six months after the comprehensive inspection, the location's overall rating will not be reviewed. This will be done when the service receives its next comprehensive inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that action had been taken to improve the effectiveness of the service.

All staff had received training in moving and handling and staff at the service had completed the care certificate.

Staff received regular refresher training at the service and in people's homes around moving and handling.

We could not change 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 Unique Personnel (UK) Limited – Newham Branch on 27 September 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 27 and 28 August 2015 inspection had been made. The team 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 at our previous inspection.

Before we visited the home we checked the information that we held about the service and the service provider, this included any notifications.

The inspection was carried out by one inspector. We spoke with the registered manager and one carer.

We looked at staff training records, eight staff files and minutes from management meetings.

Is the service effective?

Our findings

At our last inspection on the 27 and 28 August 2015 the service was not protecting people from the risks of staff who were not adequately trained in manual handling. Also after induction, staff were not monitored to see that they had completed the care certificate. The care certificate sets out skills staff should have to deliver care after their induction in social care. At this inspection we found that the service was not in breach of the regulations.

The registered manager told us that staff completed manual handling training every year. Previously staff were receiving training every three years which put people at risk of receiving unsafe care from staff as their practice was not up to date.

Staff training records confirmed that all staff had completed manual handling training on the 20 June 2016. One member of staff who had completed the training said, "I have a client who we have to move and it's good to get refresher and support so don't learn bad habits."

One member of staff said they now have regular refresher training every two to three months either in the office or at the clients house. This meant the service were monitoring that staff were providing safe care.

Records showed that staff were supported to complete the care certificate and an external assessor checked people's competencies when delivering care before they were signed off as completing the care certificate.

One member of staff said, "[Registered manager] and [Senior care co-ordinator] gave support with the care certificate, they came to check us and provide support."

Records showed an occupational therapist had provided positive feedback to the service on the competency and safety of staff they had observed moving people after they had received the training.