

Akaba Social UK Ltd

# Akaba Social UK Ltd

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Akaba Social UK limited is a domiciliary care agency who provide support to people in their own homes and in supported living accommodation. At the time of inspection there were 39 people being supported, not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

### People's experience of using this service and what we found

The provider had safe recruitment practices in place and staff recruited provided the appropriate documents needed to be employed. Where safeguarding concerns had been raised the provider acted promptly to resolve these and has worked with the local safeguarding authority and police to keep people safe.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 21 November 2021). This was a targeted inspection that considered safe. Based on our inspection the rating remains unchanged.

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to concerns we received around safe recruitment of staff and safeguarding concerns. A decision was made for us to inspect and examine those risks.

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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

We always ask the following five questions of services.

### **Is the service safe?**

Inspected but not rated.

**Inspected but not rated**

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## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to follow up on a specific concern we had about recruitment and safeguarding concerns.

#### Inspection team

The inspection was carried out by two inspectors.

#### Service and service type

Akaba Social UK limited is a domiciliary care agency. It provides personal care to people living in their own houses and flat as well as in supported living accommodation, so that they can live as independently as possible. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

#### During the inspection

We spoke with the registered manager and one member of staff. We reviewed a range of records. This included six staff files in relation to recruitment, two people's support records and financial records.

#### After the inspection

We continued to seek clarification from the provider and validate evidence found. We reviewed safeguarding information, risk assessments, staff meeting minutes and policies in relation to the management of finances.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a specific concern we had received about recruitment and safeguarding. We will assess the whole key question at the next comprehensive inspection of the service.

### Staffing and recruitment

- We checked the providers recruitment processes and were satisfied they were following all the appropriate processes to ensure staff they employed were of good character and were entitled to work.
- Staff files contained proof of identification, right to work status, references and Disclosure and Barring Service (DBS) checks. DBS provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- Staff were provided with training and supervision to enhance their skills and practices. New staff were given an induction to the service and worked shadow shifts with more experienced staff.
- The provider had been proactive in taking disciplinary action against staff when required.

### Systems and processes to safeguard people from the risk of abuse

- The provider had systems in place to protect people from the risk of abuse.
- Staff had received training in safeguarding people and when a safeguarding concern had been identified staff made the registered manager aware of this.
- The registered manager had acted promptly when safeguarding concerns had been raised and alerted the appropriate authorities such as the police and local authority safeguarding team.
- The registered manager had worked closely with these authorities to investigate concerns and mitigate risks to people.
- Where lessons had been learned following safeguarding concerns the registered manager had implemented changes in certain procedures and shared lessons learned with staff to mitigate any future risks.