

Centre 404

Centre 404 Domiciliary Care

Inspection report

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08 December 2022

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Ratings

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

Overall summary

About the service

Centre 404 provides support to people living in their own homes and in supported living settings. The supported living houses are designed to support different numbers of people depending on the size of each house and other people are supported in their own family home or in their individual accommodation. The provider also supports people with learning disabilities and autistic spectrum conditions.

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

We expect health and social care providers to guarantee autistic people and people with a learning disability the choices, dignity, independence and good access to local communities that most people take for granted. Right Support, right care, right culture is the statutory guidance which supports CQC to make assessments and judgements about services providing support to people with a learning disability and/or autistic people.

Based on our review of the key questions of Safe the service was able to demonstrate how they were meeting some of the underpinning principles of right culture. The service addressed potential risks to people being kept safe from potential avoidable harm by those caring for them.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 16 February 2018).

Why we inspected

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We undertook this targeted inspection as a response to an specific concern that had been raised about verification of background checks for temporary agency care staff. The provider has a children's service registered with Ofsted (The national regulator for children's day and residential care services) who had found one agency worker had not had valid disclosure and barring service check (DBS). We undertook this targeted inspection to check if the adult service registered with Care Quality Commission (CQC) was maintaining safe employment practices for staff, most specifically for temporary staff working with people.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

We also looked at infection prevention and control measures under the Safe key question. We look at this in all inspections even if no concerns or risks have been identified. This is to provide assurance that the service

can respond to COVID-19 and other infection outbreaks effectively.

The overall rating for the service has not changed following this targeted inspection and remains Good.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Centre 404 on our website at www.cqc.org.uk.

Follow-up

We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

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

Details are in our safe findings below.

Inspected but not rated

Centre 404 Domiciliary Care

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

This inspection was carried out by a single inspector.

Service and service type

This service provides care and support to people living in their own homes or 'supported living' settings, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support.

The service had a manager registered with the Care Quality Commission. 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.

Notice of inspection

This inspection was unannounced.

Inspection activity started on 28 November 2022 and ended on 16 December 2022. We visited the office location on 8 December 2022.

What we did before inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the registered manager and head of human resources at the service. We reviewed records and sought verification of both permanent and temporary agency staff background checks.

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.

Staffing and recruitment

- The service carried out recruitment checks before support workers could commence work at the service. This was to ensure support workers were suitable to provide people's care.
- A concern had arisen at a separate children's home registered with Ofsted.
- We discussed this with the registered manager and head of the organisation's personnel department. They provided evidence to us that all temporary agency staff had verified DBS and other pre-employment checks in place.
- They also told us that their previous procedures had been to randomly audit staff employment records with the staffing agency. However, since being made aware of the incident with the children's service they had now introduced new procedures. This procedure involves a check of all temporary staff recruitment records with the staffing agency to ensure that all agency staff had suitable and verified background checks completed before being used by the service.
- During our inspection the registered manager informed us that there were sufficient numbers of staff to meet the needs of people using the service. One to one support was provided to people who required this. We asked about the impact on staffing during the COVID-19 pandemic and were told that, although challenging, the service had maintained suitable staffing levels across the service.

Preventing and controlling infection

- There was a consistent approach to ensuring infection prevention and control measures in place. The registered manager informed us that they were regularly keeping track of government guidance about IPC procedures.
- The provider maintained sufficient supplies of PPE at each supported living house and for staff visiting people in their own homes.
- The provider had policies and procedures in place in respect of COVID-19 and infection control and prevention. We asked the registered manager about procedures if there should be an outbreak of COVID-19 at one of the houses. They advised us that they would encourage and support people to isolate in their rooms and regularly test them for the required period.