

Fourways Care Limited

Fourways Care

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Summary of findings

Overall summary

We carried out an announced focused inspection of this service because we had received some information of concern from an anonymous source and we wanted to check this out. We contacted the registered manager at 5pm the day before our visit to tell them we would be visiting the following morning. We have only looked at the areas of Safe and Effective as the concerns sat within this area.

This report only covers our findings in relation to these specific areas. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Fourways Care Ltd' on our website at www.cqc.org.uk.

At the time of this inspection the service was providing support to 80 people who lived in their own homes. The areas they covered included South Gloucestershire and Bath and North East Somerset (BaNES).

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 this inspection we have looked at staff recruitment procedures and staff training. We have assessed how the service allocates calls to people using the service and how they monitor that the calls were made and not missed. We checked the measures in place to monitor that people reached their medicines as prescribed, where they were assisted by the support workers.

People using this service can expect to be looked after by support workers who were only recruited following robust procedures. These procedures ensured that unsuitable workers were not employed.

Those people who were assisted by support workers with their medicines were not at risk. This was because the staff were well trained, their competency was checked and the records kept of medicine administration were audited on a monthly basis to identify any discrepancies.

Support workers were well trained. Those staff who assisted people to move and transfer received practical manual handling training with the local authority. The service had plans in place to provide in-house moving and handling training with a qualified trainer and develop an equipped training suite.

The concerns we received were not substantiated. There were no breaches of regulations found during this inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service continues to be safe.

The recruitment procedures in place ensured that unsuitable support workers could not be employed.

Where people needed assistance with their medicines the support workers were trained and competent. The records the support workers kept were audited to ensure people received their medicines as prescribed.

Is the service effective?

Good ●

The service continues to be effective.

The support workers were well trained and supported to undertake their roles effectively. They were expected to maintain each person's information confidential.

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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. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to provide a rating for the service under the Care Act 2014.

We undertook a focused inspection of Fourways Care on 31 August 2016. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well led. This was because we had been provided with some information of concern we needed to check out. The inspection was undertaken by one inspector.

We did not speak to people who used the service as part of the inspection and we did not speak to any of the support workers. We spoke with the registered manager, the care coordinator and briefly to the senior field supervisor. We looked at the staff files for the 21 support workers. These included all the recruitment documentation and their training records. We also looked at correspondence from South Gloucestershire Council following their check on standards as part of the commissioning arrangements (dated March 2016).

Is the service safe?

Our findings

At our last full inspection of this service in October 2015 the service was rated as good in this area. We had looked at how the service protected people from being harmed or abused, how they managed any risks to people's health and welfare, whether sufficient staff were employed and how medicines were managed.

At this focused inspection on 31 August 2016 we have re-looked at the recruitment procedures in place to ensure unsuitable support workers were not employed. We also looked at how the senior staff monitored people were administered their medicines as prescribed and whether there was a problem with missed visits because there were not enough staff.

We looked at the recruitment files for the 21 support workers and found the service continued to follow safe recruitment practices before taking on any new employees. The measures in place ensured unsuitable staff could not be employed by the service. The process included a written application form, two written references and a Disclosure and Barring Service (DBS) check. A DBS check allowed employers to check whether the applicant had any past convictions that may prevent them from working with vulnerable people. Where there was information recorded on the new support workers DBS certificate, a risk assessment was undertaken by the registered manager to ensure they did not pose a risk to the people they worked with. New support workers did not start working with people until the full DBS certificate had been received. The service continually recruited for new support workers in order to be able to expand the business and take on new 'customers'.

Those support workers who assisted people with their medicines had completed safe administration of medicines training and then been assessed as competent in carrying out the task, by the care coordinator or the senior field supervisor. We saw copies of the spot check forms completed when support workers competency was assessed whilst they were working in people's homes.

Medicine administration records were returned to the office on a monthly basis and were then audited by the care coordinator or senior field supervisor. They did this to ensure the documents were completed correctly and to identify if support workers were not administering medicines properly. The registered manager told us if problems were picked up, support workers would be retrained and then rechecked.

The service only took new people on if they had support workers availability to meet the requirements of the care package. The service used a call monitoring system and support workers had to dial in and out of their visits. The system allowed the service to check that all calls were covered. The system was monitored throughout the day by the registered manager, care coordinator and the senior field supervisor and alerts were sent through if the call was made later than planned or missed. The registered manager explained that 'missed visits' were not a problem and they shared correspondence with us from South Gloucestershire Council that showed the call monitoring system data was "always up to date" and Fourways offered "continuity of care to people and deliver calls as per the purchase order".

From our findings during this inspection, the concerns that were raised with us cannot be substantiated.

Is the service effective?

Our findings

At our last full inspection of this service in October 2015 the service was rated as good in this area. We looked at staff training and staff support, how consent was obtained from people who used the service, how people were supported with food and drink if this was needed and how the service supported people to maintain good health and access healthcare services.

At this focused inspection on 31 August 2016 we have only re- looked at staff training, in particular moving and handling training.

We looked at the training records for the 21 support workers. They had each completed moving and handling training and a knowledge based check. For those support workers who were involved with moving and handling tasks with the people they supported they had also completed practical moving and handling training with South Gloucestershire Council. At the time of the inspection, the service were only supporting three people who needed to be moved and transferred using hoisting equipment. Four additional support workers were already booked to attend the South Gloucestershire's moving and handling training in September 2016.

The service had a plan in place to improve this area of training for the support workers because of the long waiting list for the council's training. The care coordinator was booked to complete a Training for Trainers course in manual handling and will then be the service's Key Mover and competent to teach moving and handling. The service also had plans to develop a training suite on site, complete with a tracked ceiling hoist and other moving and handling equipment to enable staff to practice in a safe environment.

All support workers had completed other training as well. This included the role of the care worker, equality and diversity, safeguarding adults, administration of medicines, dementia awareness and various health and safety related courses. The support workers signed up to a confidentiality agreement as part of the conditions of their employment and covered during training sessions. The registered manager told us about a situation where a support worker had not met these standards and had been dismissed from post. The staff training programme was aligned to the Care Certificate. The Care Certificate was introduced for all health and social care providers on 1 April 2015 and consists of 15 modules to complete.