

The Local Care Group Limited

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Inspection report

Station House
Station Road, Cotham
Newark
Nottinghamshire
NG23 5JY

Tel: 01636676359

Date of inspection visit:
09 June 2017

Date of publication:
03 July 2017

Ratings

Overall rating for this service

Inadequate ●

Is the service safe?

Inadequate ●

Is the service effective?

Requires Improvement ●

Is the service responsive?

Requires Improvement ●

Summary of findings

Overall summary

This announced inspection was carried out on 9 June 2017. The Local Care Group Ltd provides support and personal care to people living in their own homes in Bingham and surrounding areas in South Nottinghamshire. On the day of the inspection visit there were eight people using the service who received personal care.

We carried out an announced comprehensive inspection of this service on 15 March 2017. Breaches of legal requirements were found and we issued a warning notice in relation to one of these breaches. We asked the provider to take action to ensure that the service was responsive to the needs of the people who used the service.

We undertook this focused inspection to check that they had made the improvements and now met legal requirements. 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 The Local Care Group Ltd on our website at www.cqc.org.uk.

The service had a registered manager in place at the time of our inspection. 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.

Risks people may face were now being assessed to ensure they received their care safely. Systems were now in place to guide staff on how to ensure people took their medicines safely.

People were being cared for by staff who were being trained and supported in their work. People's needs and how these should be met were described in a plan of their care.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inadequate ●

Action had been taken to improve the safety of the service.

We could not improve the rating for responsive from inadequate because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Is the service effective?

Requires Improvement ●

Action had been taken to improve the effectiveness of the service.

We could not improve the rating for responsive from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Is the service responsive?

Requires Improvement ●

Action had been taken to improve the responsiveness of the service.

We could not improve the rating for responsive from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

The Local Care Group Ltd

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of The Local Care Group Ltd on 9 June 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 15 March 2017 had been made. We inspected the service against three of the five questions we ask about services: Is the service safe, is the service effective and is the service responsive? This is because the service was not meeting some legal requirements. The inspection was undertaken by one inspector.

Prior to our inspection we reviewed information we held about the service. This included the previous inspection report, information received and statutory notifications. A notification is information about important events which the provider is required to send us by law.

During the inspection we spoke with one person who used the service and one relative. We also spoke with two care workers, the provider and the registered manager.

We considered information contained in some of the records held at the service. This included the care records for two people and other records kept by the registered manager as part of their management and auditing of the service.

Is the service safe?

Our findings

When we last inspected this service on 15 March 2017 we found that people were not protected by assessing and mitigating risks to their safety or ensuring their medicines were safely managed. This was because there was no system being followed to identify and assess any risks people faced. There was a lack of training and oversight to ensure care workers supported people with their medicines safely. We told the provider they needed to make improvements in relation to this. During this inspection we found the provider had made the required improvements although more improvements were still needed with the documentation related to these.

Risks people faced when receiving any care and support were being assessed to identify the safest way for this to be provided. The registered manager showed us a new risk assessment form they had introduced for doing this. The registered manager had also used this risk assessment form to identify how any risks people faced could be reduced. For example they had identified how to reduce the risk of one person undertaking an activity they needed to be supervised for when there was no one else present at their home.

The registered manager had prepared environmental assessments of people's homes to ensure the care needed could be provided to the people concerned by care workers safely. However these were brief and would benefit from greater detail being included. The registered manager said these were temporary assessments whilst they produced a more detailed assessment form.

Care workers had attended training on the safe handling and administration of medicines. The registered manager told us they had observed care workers supporting people with their medicines following this training to ensure they were competent and following safe practices. The registered manager had not made any record of these observations but showed us these had been scheduled in their diary. The registered manager said they would record these competency assessments in the future.

The registered manager had prepared a separate medicines care plan which detailed the arrangements in place for people who needed support in taking their medicines. These plans described if care workers needed to provide any prompting or other support to people with taking these.

Is the service effective?

Our findings

When we last inspected this service on 15 March 2017 we found that people were cared for by staff who did not have the qualification, competence and skills to do so safely. This was because staff were not being provided with any training and new staff had not undergone an induction. We told the provider they needed to make improvements in relation to this. During this inspection we found the provider had made the required improvements.

People were being supported by care workers who were having their training updated. One person told us, "Apparently [care worker] went on a course the other day." Care workers had attended a recent moving and handling training course. This included both theory and practical training. A care worker told us they had found this course useful and enjoyable.

The registered manager told us they had not recruited any new staff since our last inspection and that they were not looking to recruit any at present. They told us if and when in the future they did, any new staff would undergo an initial induction and would then be enrolled onto the Care Certificate. The Care Certificate is a set of national standards for staff working in health and social care to follow and equip them with the knowledge and skills to provide safe, compassionate care and support.

The registered manager had implemented a staff training matrix which showed the training staff had received and the training that was planned for the future. Each staff member had a personal development plan based on the Care Certificate, and also included other additional training that was needed.

The registered manager showed us a training plan they had developed with a training provider. This would provide care workers with refresher training so they were kept up to date with best and current practices. The registered manager also showed us an appointment made for a healthcare professional to provide care workers with some additional training about one person's needs. A care worker told us, "When I went on the training the other day they (registered manager) told us there was going to be more training soon. The care worker also told us they were undertaking a health and social care professional qualification.

The registered manager said they had undertaken some spot checks and had work based discussions with staff whilst they prepared a supervision agreement in preparation for more formal supervision discussions with care workers. A care worker told us, "I am feeling better supported." However the registered manager said they had not recorded these spot checks and discussions, but said they would do so from now on.

Is the service responsive?

Our findings

When we last inspected this service on 15 March 2017 people were not protected from care being provided in an unsafe way through the lack of a clear plan of the care they require. We told the provider they needed to make improvements in relation to this. During this inspection we found the provider had made the required improvements.

People's care files now included information about their needs and how these should be met. One person told us the registered manager had "come out and sorted it (care plan), I have a new one now." Another person told us, "I am happy with the care."

The registered manager had prepared a description of what should take place during each person's care visits. They told us these plans were still evolving and more information would be added over time. We saw that there was information about the equipment staff needed to use and how to do this safely. For example one person's care plan described they needed to be assisted with their mobility by using a hoist and how the hoist sling should be put into place.

The registered manager told us that they now ensured that all staff were fully aware of people's needs before going to visit them. They also confirmed that there had not been any late or missed appointments. The people we spoke with confirmed they had received their care calls as planned. The registered manager said the completed daily logs brought back from people's homes showed that care workers had undertaken visits as planned.