

# Professional Care Systems Limited

# The Old School

## Inspection report

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Date of inspection visit: 8 January 2016  
Date of publication: 29/01/2016

## Ratings

### Overall rating for this service

Requires improvement



### Is the service effective?

Requires improvement



## Overall summary

During our inspection in August 2015, we found that mandatory training was not always up to date for staff working at the service. There was little in the way of specialist training specific to the needs of people using the service. This was in breach of Regulation 18 of the Health and Social Care Act 2010 (Regulated Activities) Regulations 2014.

Following the inspection the provider sent us an action plan detailing the improvements they were going to make, and stating that improvements would be achieved by the end of September 2015.

This report only covers our findings in relation to the outstanding breach of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'The Old School' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The Old School provides respite care for up to four people with a learning disability. There were four people using the service during our inspection.

The inspection was announced and took place on 8 January 2016.

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.

During this inspection, we found that improvements had been made in respect of the systems to overview staff training. Staff had received core training and records had been updated to show when training was next due.

# Summary of findings

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for effective at the next comprehensive inspection.

# Summary of findings

## 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 staff training.

We found that systems had been implemented to monitor staff training and determine when refresher training was next required. Staff had received core training and plans were in place to source specialist training for staff.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for effective at the next comprehensive inspection.

**Requires improvement**



# The Old School

## 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.

This inspection took place on 8 January 2016 and was announced. The provider was given 48 hours' notice because the location provides a respite service and we

needed to be sure the registered manager would be available for us to talk with, and that records would be accessible. The inspection was undertaken by one inspector.

Prior to this inspection we reviewed all the information we held about the service, including data about safeguarding and statutory notifications. Statutory notifications are information about important events which the provider is required to send us by law. We spoke with the local authority and health and social care professionals to gain their feedback as to the care that people received.

We spoke with the registered manager and one member of staff. We looked at six staff records to see if they were accurate and reflected the training that had been undertaken.

# Is the service effective?

## Our findings

During our inspection on 27 and 28 August 2015, we found that a lack of core training for staff did not always ensure they had the specialist knowledge and skills required to meet people's individual needs and to promote their health and wellbeing. Records demonstrated that no staff members had completed first aid or infection control training. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection, we found that the shortfalls in relation to the regulatory requirements as described above had been addressed.

We were told that all staff had now completed core training, with courses including safeguarding, infection control, mental capacity, food hygiene and moving and handling. Records confirmed that action had been taken to ensure staff had undertaken relevant training and there was now a clear record of when training courses had been completed, with scope to highlight when refresher training was due. Each staff member now had an individual record of the training they had completed, with a record of the pass mark they had attained. Where marks could be

improved upon, we saw that time was taken for staff to work through the training material again, to reinforce the aspects of the training course. Training records confirmed that staff received regular training in a wide range of areas. Training was now up-to-date and systems were in place to identify when people were due to have their training updated.

Staff told us that they realised that there were still further improvements they could make to the training systems and emphasized that they were keen to do so. We found that first aid training had been arranged for January 2016 and discussed that more specific autism training would also be sourced to support staff to deliver care to people who may have more specialist needs. We saw that staff could apply for additional training courses that would be arranged by the provider. This meant there would be a wide range of skills and abilities within the staff team so the diverse needs of people could be fully met.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for effective at the next comprehensive inspection.