

Nurtured Care Ltd

# Nurtured Care Head Office

## Inspection report

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05 August 2016

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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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Is the service effective?	Inspected but not rated
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# Summary of findings

## Overall summary

Nurtured Care HQ was registered with CQC in April 2016 and is not yet due a comprehensive inspection to award a rating as it was only recently registered.

Nurtured Care HQ is a domiciliary care agency providing care and support to people in their own home. The agency provides personal care and support including 24 hour personal care and support to some people with complex support needs. It is registered to deliver personal care.

We undertook this unannounced focused inspection of this service on 5 August 2016 because of some concerns CQC had received about poor recruitment practices and lack of training for new staff.

A registered manager was in place. '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.'

Staff were appropriately recruited. When new staff were appointed, thorough vetting checks were carried out to make sure they were suitable to work with people who needed care and support.

Staff received an induction when they began work at the service. They received training in safe working practices and specialist training to meet people's needs.

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

We always ask the following five questions of services.

### Is the service safe?

People were protected as robust checks were carried out before staff began working with people.

**Inspected but not rated**

### Is the service effective?

Staff received appropriate training to help meet people's care and support needs. The provider had a system in place to ensure this was up to date.

Staff received regular supervision and there were plans for annual staff appraisals.

**Inspected but not rated**

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## **Detailed findings**

### Background to this inspection

We carried out this focused inspection to follow up on concerns CQC had received about the lack of vetting procedures and training when new staff were employed.

This inspection took place on 5 August 2016 and was unannounced.

Before the inspection we contacted commissioners from the local authorities and health authorities who contracted people's care. We spoke with the local safeguarding team.

The inspection was undertaken by an adult social care inspector. During our inspection we spoke with the operational manager, the training officer and looked at the recruitment and training records for eight members of staff.

## Is the service safe?

### Our findings

We had received concerns before the inspection that staff were not appropriately recruited but we saw during the inspection that a robust vetting procedure was in place. Systems were in place to make sure that people were protected as staff were appropriately vetted before they began to work with people.

Prospective staff were initially screened by telephone to assess if they were suitable for employment and successful applicants then completed an application form. Application forms with employment history and details of training/qualifications were available. Applicants had completed their application forms at the section to confirm they did not have any previous convictions which would make them unsuitable to work with vulnerable people. Proof of identity was also available on staff files.

A result from the Disclosure and Barring Service (DBS) was in place and showed these had been obtained before staff were offered their job. The DBS checked if prospective staff members had any criminal convictions which made them unsuitable to work with vulnerable people. We were told a portable DBS check was used initially and when a staff member was offered the job, pending the result of the DBS, a new DBS was applied for by Nurtured Care. It was planned these checks were to be updated every three years.

Two references were available for each staff member, including one from the last employer. If an applicant was unable to get a work place reference, for example, if they had not worked, a character reference was obtained instead.

We were told two people were involved in interviewing applicants and records showed an interview check list was used for questioning applicants to ensure a fair process was followed and to promote the equal opportunities process.

## Is the service effective?

### Our findings

CQC had received concerns that staff had not received training before they began to work with people. We found systems were in place to ensure staff received basic training and some specialist training to help them understand people's care needs before they started to support them.

The training officer told us staff received a three day induction before they began to work with people to give them information about the agency and training for their role. They told us staff had the opportunity to shadow a more experienced member of staff before they began to support people. This ensured staff had the basic knowledge needed to begin work.

The training officer told us initial training consisted of a mixture of work books, face to face and practical training. They said staff were supported when completing the work books. Staff files showed the completed induction work books were signed off by the relevant people as induction progressed. All staff received foundation training in the principles of person centred care as part of their induction. The training officer told us new staff signed up for the Care Certificate in health and social care as part of their induction training which took 12 weeks to complete.

The staff training records showed new staff received training about safe working practices and a system was in place to ensure they were kept up-to-date. The training room was equipped with apparatus for moving and assisting training.

There was an on-going training programme in place to make sure all staff had the skills and knowledge to support people. Staff completed training that helped them to understand people's needs and this included a range of courses such as basic life support, dignity, mental capacity, nutrition, falls prevention and equality and diversity. Specific specialist training was also provided to staff teams who supported some people. This included training about stoma care, Percutaneous Endoscopic Gastrostomy (PEG) training. (PEG is a tube which is placed directly into the stomach and by which people receive nutrition, fluids and medicines), catheter care awareness and palliative care. The staff training matrix also showed several staff had achieved National Vocational Qualifications (NVQ) now known as the diploma in health and social care at different levels. The training officer was new to post and was enthusiastic about their role. They told us training had been planned for distressed behaviour and dementia care.

Staff were supported in their role. Systems were in place for staff to receive regular supervision from one of the home's management team every three months. We were told by the training officer and operational manager staff were also to receive an annual appraisal with a midyear review to evaluate their work performance and to jointly identify any personal development and training needs.