

Enthuse Care Ltd

Enthuse Care Bournemouth

Inspection report

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Bournemouth
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09 July 2021

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Ratings

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

Summary of findings

Overall summary

About the service

Enthuse Care Bournemouth is a domiciliary care service providing personal care to adults in their own homes.

Not everyone who uses the service receives personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of the inspection, the service was providing personal care to around 90 people.

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

The service operated appropriate policies and procedures to safeguard people from abuse. People were informed of how to raise concerns and had opportunities to do so. Staff had training in safeguarding and understood their responsibilities to work safely and to identify and report concerns about abuse. There were robust recruitment checks and staffing procedures to ensure staff were fit to work in a care setting.

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

Rating at last inspection

This service was registered with us on 16 February 2021 and this is the first inspection.

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about how people who used the service were safeguarded from abuse, particularly financial abuse. The service has remained unrated following this targeted inspection.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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.

Follow up

We will continue to monitor information we receive about the service until we 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?

We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Enthuse Care Bournemouth

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.

This was a targeted inspection to check on a specific concern we had about how people who used the service were safeguarded from abuse.

Inspection team

The inspection was undertaken by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

The service had two managers 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

We gave the service a day's notice of the inspection. This was because we needed to be sure a registered manager would be in the office to support the inspection. Inspection activity started on 9 July and ended on 16 July 2021. We visited the office location on 9 July 2021.

What we did before inspection

We reviewed information we had received about the service since its registration, including feedback from relatives of people who used the service. We sought feedback from the local authority safeguarding and commissioning teams and from Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. 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. We used all this information to plan our inspection.

During the inspection

We spoke with the two registered managers, another two managers and four care workers.

We reviewed elements of two people's care records and seven staff files. We also viewed various records relating to the management of the service, including policies, procedures, incident records and training records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This key question has not been inspected and rated since the service registered with CQC. We have not rated this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about how people who used the service were safeguarded from abuse, particularly financial abuse. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- The service's safeguarding policies and procedures reflected current legislation. Policies included adult safeguarding, safeguarding children in an adult setting and handling people's money.
- People were provided with information about how to complain or raise concerns. Keeping safe was discussed during their initial assessments. They had the opportunity to comment on any issues with their care during spot checks and reviews, which always took place with someone other than their regular care staff.
- Recruitment checks included criminal records checks, taking references and obtaining a full employment history before staff started working for the service. This helped ensure they were suitable to work in care. The registered managers were aware of their duty to report to the Disclosure and Barring Service staff they thought had become unfit to work in a care setting.
- Staff had training about safeguarding and equality and diversity at induction and annually thereafter. In addition, dos and don'ts slides had recently been introduced at induction, as part of learning from recent safeguarding incidents.
- Staff understood signs of possible abuse and neglect. They knew to report these to managers, who would report these on to the local authority safeguarding team or police as appropriate.
- Staff were aware of their responsibility to record and keep receipts whenever they handled people's money. They knew they were not allowed to use people's bank cards. Staff took photos of money used, receipts and any change, to account for spending.