

PerCurra Limited

Percurra

Inspection report

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

This announced focused inspection took place on 25 August 2016. Percurra provides care and support to adults with a learning disability, mental health conditions, physical disabilities and sensory impairments who are living in their own homes. At the time of our inspection there were 23 people using the service who received personal care.

We carried out an announced comprehensive inspection of this service on 26 January and 4 February 2016. Breaches of legal requirements were found. We issued a warning notice in relation to one of these breaches.

We undertook this focused inspection to confirm that the provider had met the requirements of the warning notice. 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 Percurra 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 and associated Regulations about how the service is run.

At our last inspection on 26 January and 4 February 2016, we asked the provider to take action to ensure people were protected from the risk of abuse by effective systems and processes. This was because we found that procedures had not always been followed when allegations of abuse had been made.

During this inspection, we found that the required action had been taken by the provider to ensure that procedures were followed when safeguarding concerns were identified.

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

We found that action had been taken to improve people's safety.

Improvements had been made to ensure that safeguarding procedures were followed and the risk of harm to people was reduced.

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

Requires Improvement



Percurra

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.

The inspection took place on 25 August 2016 and was announced. The provider was given 24 hours' notice because the location was a domiciliary care agency and we wanted to ensure there was someone available to assist us with the inspection. The inspection was carried out to check that improvements had been made to meet legal requirements following our comprehensive inspection on 26 January and 4 February 2016. We inspected the service against one of the five questions we ask about services: is the service safe? This is because Percurra was not meeting some legal requirements and we had taken enforcement action which required the service to improve.

The inspection was undertaken by two inspectors. During the inspection we spoke with three people who used the service and two relatives. We spoke with the managing director, registered manager, training co-ordinator, two care managers and three care workers. We looked at the care records of five people who used the service as well as staff training records, complaints and safeguarding records.



Our findings

At our last inspection on 26 January and 4 February 2016 we asked the provider to take action to ensure that people were protected from harm or abuse. This was because the provider had not always notified the local authority when an allegation of abuse had been made. During this inspection, we found that improvements had been made to ensure that procedures were followed and the risk of harm to people was reduced

People we spoke with told us they felt safe. One person told us, "Oh yes, I have no doubts. I feel safe." The person told us they were confident that care workers would report any concerns about their safety. Another person told us, "I feel safe with the carers I have. The carers are absolutely fabulous. They have reported instances that were unsafe. I feel confident in their care." One person's relative told us, "Generally (relation is safe) due to continuity of care."

The registered manager and the managing director told us that safeguarding training was provided to new staff as part of their induction and that current staff had been invited to complete a quiz to refresh their knowledge of safeguarding. The staff we spoke with were knowledgeable about safeguarding procedures and were confident that the registered manager would take action if they raised concerns. Staff felt confident to whistle blow on poor practice if they needed to and were aware of the role of external agencies, such as the local authority, in responding to safeguarding concerns.

Senior staff told us they were confident that care workers would raise any concerns about people's safety. They told us that safeguarding training and processes for reporting safeguarding concerns to the local authority had improved since our last visit. The provider told us that the registered manager monitored complaints, accidents and incidents to determine whether a safeguarding referral was required. Care managers also reviewed daily logs when these were completed and would check for any safeguarding concerns.

Records showed that staff had reported concerns about people's safety to the registered manager and that referrals had been made to the local authority if abuse was suspected or alleged. We saw that action had been taken to reduce the risk of abuse or harm to people in response to safeguarding investigations. Measures introduced to reduce the risk of harm to people were being monitored by senior staff to determine whether they were effective in keeping people safe.