

Ark Home Healthcare Brixham

Quality Report

2 Drew Street
Brixham
Devon
TQ5 9JU
Tel: 01803 853198
Website: www.arkhealth.co.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

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Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

We did not inspect the safe key question in full at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017. Since our last inspection we found steps had been taken to address the previous breach of regulations.

There was a sufficient number of staff deployed to meet the needs of prisoners.

Staff were sufficiently trained, competent, and appropriately qualified to help ensure prisoners social care needs were met in a timely way. This helped ensure prisoners received safe care.

Are services effective?

We did not inspect the effective key question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Are services caring?

We did not inspect the caring key question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Are services responsive to people's needs?

We did not inspect the responsive key question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Are services well-led?

We did not inspect the well-led key question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Ark Home Healthcare Brixham

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was carried out by two CQC Health and Justice Inspectors who had access to remote specialist advice if required.

Background to Ark Home Healthcare Brixham

Her Majesty's Prison Exeter is a category B local prison that accepts all adult and young offenders committed to prison by the courts in Devon, Cornwall, Somerset and further afield. Ark Home Healthcare Ltd provides social care services to prisoners, comparable to those found in the wider community. The location, Ark Home Care Brixham is registered to provide the regulated activity personal care. CQC and Her Majesty's Inspectorate of Prisons (HMIP) undertake joint inspections under a memorandum of understanding. Further information on this and the joint methodology can be found by accessing the following website: <http://www.cqc.org.uk/content/health-and-care-criminal-justice-system>.

CQC inspected this service with HMIP in August 2016, at that time Ark Home Healthcare Ltd were registered to provide personal care to prisoners. We found evidence that essential standards were not being met and one Requirement Notice was issued in relation to Regulation 18 Staffing, of the Health and Social Care Act 2008 (Regulated

Activities) Regulations 2014. This report can be found by accessing the following website:
<https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/hmp-exeter/>.

Why we carried out this inspection

On the 31 October and 1 November 2017 we undertook an announced focused inspection under Section 60 of the Health and Social Care Act 2008, to check that the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and specifically whether the significant improvements as identified in the Requirement Notice issued to Ark Home Healthcare Ltd, as a result of the inspection in August 2016, had been made.

How we carried out this inspection

Before our inspection we reviewed a range of information that we held about the service.

During the course of the inspection we were unable to speak with any staff or representatives from Ark Home Healthcare Ltd as nobody was present on site. Following the inspection we had a conversation with the registered manager of Ark Home Healthcare Ltd, we obtained their views and discussed our findings.

We looked at three care plans for people receiving personal care, the associated daily records, the staff rota and their

Detailed findings

communication book. We also spoke with two care staff from a second social care agency also employed to meet prisoners' needs within HMP/YOI Exeter and one prison officer.

Are services safe?

Our findings

At our previous inspection in August 2016, we found concerns related to an insufficient number of suitably qualified, competent, skilled and experienced staff to keep people safe and manage the needs of the prisoners.

These included:

- There was only one member of social care staff on duty at any time, despite some prisoners requiring two members of staff to turn them regularly.
- Untrained prison officers were assisting social care staff to meet people's needs.
- Prisoners' identified needs went unmet due to lack of social care/agency staff to assist them.

Since our last inspection, we found that Ark Home Healthcare Ltd had not been able to recruit sufficient staff to meet the needs of the people requiring social care at HMP/YOI Exeter. However, any risks this posed to prisoners' safety, had been mitigated because the local authority had commissioned a second social care provider to provide

additional support to people.. We found that the two providers worked well in partnership to help ensure sufficient numbers of well-trained, competent staff were available at all times to meet prisoners' social care needs. This meant that Ark Home Healthcare Ltd were fulfilling their responsibilities in accordance with their contract and were no longer in breach of the regulations.

The care plans and daily records we checked evidenced that staff provided consistent care and support to meet prisoners' needs in a timely manner. Records confirmed that staff met people's personal care needs as described in their care plan, such as assistance with showering, dressing and applying creams. We saw evidence that between the two providers they ensured that there were two carers on site during each day and one member of care staff at night. Care staff responded to prisoners' requests for additional support as well as providing the support required to meet individuals care package. Care staff from the second provider that had been commissioned to assist in providing social care, confirmed there were always sufficient staff on site day and night to safely meet the needs of the prisoners they cared for.

Are services effective?

(for example, treatment is effective)

Our findings

We did not inspect the key effective question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Are services caring?

Our findings

We did not inspect the key caring question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

We did not inspect the key responsive question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

We did not inspect the key well-led question at this inspection. We inspected only those aspects detailed in the Requirement Notice issued in February 2017.