

# AS Hillingdon Homecare Limited

## Caremark (Hillingdon)

### Inspection report

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### Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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# Summary of findings

## Overall summary

This inspection took place on 4 October 2017 and was announced. We told the provider two days before our visit that we would be coming because the location provides a domiciliary care service for people in their own homes and staff might be out visiting people and we wanted to be sure someone would be available to assist with the inspection.

The last inspection of this service took place on 7 August 2017 when we identified two breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The issues were relating to fit and proper persons employed (Regulation 19) and good governance (Regulation 17). At the previous inspection we found that there was missing information in the recruitment checks carried out. Also the quality assurance systems were lacking because they had not included carrying out checks on people's care records or staff employment files.

Following the inspection in August 2017 the provider sent us an action plan in which they told us that improvements would be made by 11 August 2017. At this inspection we reviewed the actions identified in the action plan and we found improvements had been made.

This report only covers our findings in relation to these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Caremark (Hillingdon)' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Caremark (Hillingdon) provides a range of services to people in their own home including personal care. People using the service had a range of needs such as learning and/or physical disabilities and dementia. The service offered support to people over the age of 18 years old. At the time of our inspection 23 people were receiving personal care in their home. The care had either been funded by their local authority or people were paying for their own care. Some people had care workers living with them 24 hours a day.

Since the last inspection the provider had implemented monthly audits in relation to the information in staff files, which included their recruitment checks. The monthly audit also looked at a sample of people's care records which identified there were no issues with the information held about people using the service. This helped to ensure that people were safely supported with their needs.

The registered manager confirmed that all staff files had been checked following the August 2017 inspection. Following on from the last inspection, we saw a sample of staff files had been audited by both the registered manager and registered provider. No issues were noted and these continuous checks enabled them to ensure everything was up to date and that staff were recruited appropriately and supported once they started working in the service.

Following the inspection in August 2017 the service was rated Requires Improvement overall with the key questions, 'Is the service safe?' and 'Is the service well-led?' rated as Requires Improvement. Following the

inspection in October 2017 the ratings for the Safe and Well-led key questions have been changed to Good and the service had also now been given an overall rating of Good.

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

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.

There were recruitment checks in place, which included obtaining two references, before a new staff member started working for the service.

We have improved the rating for this key question, from 'Requires Improvement' to 'Good'.

### Is the service well-led?

Good ●

The service was well-led.

The provider had a range of audits in place and improvements had been made to the audits in relation to people's care records and staff employment files. These records were now part of the regular audits carried out and were now effective in identifying if there were any issues, so these could be addressed.

We have improved the rating for this key question, from 'Requires Improvement' to 'Good'.

# Caremark (Hillingdon)

## **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 focused inspection took place on 4 October 2017 and was announced. We told the provider two days before our visit that we would be coming because the location provides a domiciliary care service for people in their own homes and staff might be out visiting people and we wanted to be sure someone would be available to assist with the inspection. The inspection was carried out by one inspector. We inspected the service against two of the five questions we ask about services: 'Is the service safe?' and 'Is the service well-led?' This inspection was carried out to review any improvements made following two requirement notices which were issued after the previous inspection on 7 August 2017.

During the inspection we spoke with the owner of the company and the registered manager. We looked at five staff recruitment files and the audits carried out on staff files and people's care records.

## Is the service safe?

### Our findings

During the inspection in August 2017 we saw that some care workers had been employed when only one reference had been obtained. This meant that the registered manager had not gathered all the information about the care workers previous employment to be certain they were suitable to work with people in the community. The provider's recruitment policy and procedure stated that two references needed to be obtained as part of the recruitment of care workers. Therefore this had not been followed.

At the inspection on 4 October 2017 we saw improvements had been made in relation to the recruitment checks carried out. We saw on the care workers' files that we had viewed at the last inspection that two references had been obtained. We also looked at the files for two new care workers' and they had all the necessary recruitment checks, such as, completed application forms, evidence of the interview, two references, identity checks and criminal record checks.

There was now a 'Am I ready to work' form which noted all the information obtained on the new care worker and the registered manager checked this and signed the form only once they were satisfied all the information was on the care workers' file.

# Is the service well-led?

## Our findings

During the inspection in August 2017 we saw the provider had a range of audits in place but those in relation to recruitment checks were not effective and did not follow the provider's recruitment policy and procedure.

At the inspection on 4 October 2017 we saw that the care workers' files we had viewed now contained all the required information to make sure staff had been fully vetted before they started work with people using the service. The registered manager and provider were also carrying out checks on a sample of care workers' files each month. Six care workers' files had been audited since the last inspection. The registered manager also now signed off a new document that was on each care worker's file which recorded the checks that were obtained during the recruitment process. This form was signed before the care worker started working to show the checks had been completed before the staff were employed.

Although we found no issues with people's care records, we had previously identified that the care records were not part of the other audits that were in place. At this inspection we saw that a sample of people's care records were checked as part of the monthly audits carried out by the provider and registered manager so that if there were any issues these would be resolved quickly.

The registered manager continued to send to the provider a weekly report which outlined what had occurred within the service and this now also contained information about which staff or people's files had been checked so they could monitor what files still needed to be audited.

The improvements made since the last inspection, now helped to ensure people received a quality service.