

Olney Care Services Limited

# Olney Care Services Limited

## Inspection report

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Website: [www.olneycare.co.uk](http://www.olneycare.co.uk)

Date of inspection visit: 03 September 2015  
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### Ratings

## Overall rating for this service

Good



Is the service effective?

Requires improvement



### Overall summary

This inspection took place on the 03 September and was announced.

During our previous inspection on 24 February 2015, we found that one of the regulations relating to care, welfare and records, was not being met.

Suitable arrangements were not in place to ensure that persons employed for the purpose of carrying on the regulated activity received appropriate training, professional development, supervision and appraisal.

This was a breach of Regulation 23 (1) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 18 (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) 2014.

We asked the provider to submit an action plan to tell us how they would meet this regulation in the future. During this inspection we returned to see if the service had made the improvements they stated in their action plan. We found that the provider was now meeting this regulation.

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

Olney Care Services Limited is a domiciliary care agency providing in-home care for older people and adults with a range of health conditions, such as dementia, learning disabilities and mental health needs. The service provides support with personal care, medication, meal preparation, domestic tasks and bespoke services agreed with individuals. At the time of our visit there were 54 people receiving care in and around the town of Olney in Buckinghamshire.

Systems had been put into place to ensure staff received the training and development they needed. A new training matrix had been produced to allow the provider to identify each staff member's training needs and staff

# Summary of findings

had all received appraisal and supervision sessions since our last inspection. Plans were in place for continued training and development for staff and future supervisions were planned into the staff rota.

As the training and supervisions systems had only recently been improved, we were unable to tell whether or not they were effective in the long term.

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Systems had been put into place to ensure staff received the training and development they needed. A new training matrix had been produced to allow the provider to identify each staff member's training needs and staff had all received appraisal and supervision sessions since our last inspection. Plans were in place for continued training and development for staff and future supervisions were planned into the staff rota.

As the training and supervisions systems had only recently been improved, we were unable to tell whether or not they were effective in the long term.

# Summary of findings

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

We always ask the following five questions of services.

### **Is the service effective?**

The service was not always effective.

The provider had introduced new training and supervision systems to ensure their staff received the skills and support they needed.

While improvements had been made; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for effective at the next comprehensive inspection.

**Requires improvement**



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## 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.

This inspection took place on 04 September 2015 and was announced. The provider was given 24 hours' notice because the location provides a domiciliary care services and we needed to be sure that someone would be in.

The inspection team comprised of two inspectors.

Before this inspection we looked at the information that we held for the service. This included notifications received from the service and previous inspection reports. We also spoke to the local authority to identify any existing concerns regarding the service.

During the inspection we gathered information by talking to the registered manager, the provider and three staff members. We reviewed 13 staff member's files that contained information about recruitment, induction, training, supervisions and appraisals. We also looked at further records relating to the management of the service.

# Is the service effective?

## Our findings

During our previous inspection on 24 February 2015 we found that staff did not always have the right skills, knowledge and understanding to perform their roles. There were gaps in the service training record and staff were over-due for updates and refresher training. We also found that staff did not receive regular supervision in order to provide them with support and identify development areas.

This meant that suitable arrangements were not in place to ensure that persons employed for the purpose of carrying on the regulated activity received appropriate training, professional development, supervision and appraisal. This was a breach of Regulation 23 (1) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 18 (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) 2014.

During this inspection we found that improvements had been made and the service was now meeting this regulation.

Staff members told us that they had received training and supervision sessions since our last inspection, and that they found them useful to their roles. One staff member told us, “We had an external company in to do training to make sure everyone is up-to-date.” The registered manager told us that each staff member had been enrolled on the Care Certificate to ensure they had the basic skills and knowledge that they needed to perform their roles. In addition to this, the service would provide internal training, and book staff onto external courses if required. We looked at staff training records and saw that staff members had

started to go through work books for the care certificate with the support of the registered manager. We also saw training certificates for a range of courses, such as principles of care, food hygiene and safeguarding.

The registered manager showed us a new electronic training matrix, which they used to record staff training dates. This allowed them to identify when staff had completed training and when they were due for refresher sessions or updates. We also saw that the system allowed the registered manager to record when training sessions were booked in. This showed us that training had been provided to staff since our previous inspection and that future training courses were planned for staff.

Staff also told us that they were well supported by the service. They stated that they had regular supervisions with the registered manager, as well as spot checks and an appraisal. They also told us that they were able to talk to the registered manager or provider whenever they needed to, and were encouraged to pop into the office every week for a catch-up. They explained that they also had time scheduled into their rota every week to come to the office and complete some training, or to update their knowledge of policies or people’s care plans. We looked in staff files and saw that each staff member had an annual appraisal and supervision since our last inspection. The registered manager and provider had also completed spot checks to observe staff performing their roles and drawing up action plans to help them develop.

As the training and supervision systems implemented were relatively new and still being developed, it was not possible to tell how effective the changes made were during this inspection. As a result, we have not changed the rating we gave in the previous inspection.