

TenderCare 4 You Limited

TenderCare 4 You

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

TenderCare 4 You provides personal care and support to people in their own homes. At the time of the inspection they provided personal care for 15 people.

The service had a registered manager. 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 2008 and associated Regulations about how the service is run.

We carried out an unannounced comprehensive inspection of this service on 13 June 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. 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 TenderCare 4 You on our website at www.cqc.org.uk

At the last inspection on 13 June 2016 the registered manager had not sent the Care Quality Commission (CQC) notifications of safeguarding allegations that took place at the service. This was a breach of Regulation 18 notification of other incidents of the Health and Social Care Act 2008 (Registration) Regulations 2014.

We then carried out an announced focussed inspection on 1 March 2017. We did not look at all of the key lines of enquiry under each key question. We looked at the questions, is this service well-led? We followed up on the breach of regulation to see if the registered provider had made improvements to the service. We found the registered manger had taken action to improve the service to meet legal requirements in relation to that breach of regulation.

At this inspection, we found the registered manager had informed CQC of incidents at the service. When a safeguarding incident occurred at the service this was reported to the local authority. A notification was also sent to CQC of each safeguarding allegations.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well-led. We found that action had been taken to improve how well-led the service was. The service had sent CQC notifications in relation to safeguarding allegations that occurred at the service.

TenderCare 4 You

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 inspection took place on 1 March 2017. We gave the service 48 hours' notice of the inspection because it is a domiciliary care service. We needed to be sure that the registered manager would be available to help us with the inspection.

This inspection was undertaken by one inspector. Before the inspection we reviewed information we held about the service including statutory notifications. A notification is information about important events which the service is required to send us by law.

During the inspection we looked at notifications sent to CQC and other records relating to the management of the service. We spoke with the registered manager and one office based staff.

Is the service well-led?

Our findings

At last inspection on 13 June 2016, the registered manager had not ensured statutory notifications were submitted to CQC as required by law. The registered manager failed to send CQC notifications of other incidents. This was in relation to safeguarding allegations. This meant that CQC could not take action on incidences of safeguarding if required promptly. This was a breach of Regulation 18, notification of other incidents of the Health and Social Care Act 2008 (Registration) Regulations 2014.

At this inspection we found the service had made the required improvements to meet the regulation.

People were cared for by staff who informed CQC of incidents that happened at the service. We looked at the records of safeguarding allegations at the service. We also checked the notification of other incidences sent to CQC. We checked these records to ensure safeguarding allegations were appropriately sent to CQC for their action if needed. The registered manager had sent CQC a notification of each of these. We were able to see that the registered manager's records of safeguarding allegations. These records reflected the safeguarding notifications held by the CQC. The registered manager had taken sufficient actions to ensure they had met the regulation. This was because other notifiable other incidents were reported to CQC.

The registered manager alerted the local authority of safeguarding allegations that occurred at the service. Records showed that the registered manager had referred people to the safeguarding team for investigation. For example, we saw records where a person raised a concern about a member of staff that cared for them. This concern was raised with the local authority as a safeguarding allegation. A notification of other incidents was also sent to CQC to inform them of this incident.

The registered provider's guidance in place supported staff to raise an allegation of abuse and to inform CQC of them. We saw that the registered provider had reviewed their systems to manage safeguarding allegations. The staff handbook given to newly employed staff gave them guidance about how to manage safeguarding notifications. It described how staff must inform the service of any event or incident including an allegation of abuse that occurred to the registered manager or office based staff. The responsibility of the registered manager for making notifications to CQC was also outlined in the staff handbook. This meant that staff had an understanding of the importance to notify CQC of events or incidents that occurred at the service that must be notified to CQC by law. Staff we spoke with understood their responsibility to ensure all concerns were raised with the registered manager promptly. One member of staff said "we encourage all staff to report any incidents to the office or the registered manager as soon as possible. We can then investigate and inform the local authority and the CQC as soon as we can."