

1 Diamond Home Care Ltd

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## Inspection report

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Requires Improvement ●

# Summary of findings

## Overall summary

We undertook an unannounced focused inspection of 1 Diamond Home Care Ltd on 14 August 2018. This meant people using the service, the staff and the registered provider didn't know we were visiting. 1 Diamond Home Care Ltd is a domiciliary care service that provides personal care to people living in their own houses in the community. It provides a service to older adults in the Doncaster area. At the time of our inspection the service was supporting two adults with their personal care needs.

We carried out the inspection because we had received information that said staff providing personal care to people had not had the required pre-employment checks completed. These included Disclosure and Barring Services (DBS) checks and references. We were also told staff had not received the relevant training to carry out their role.

Our last inspection of 1 Diamond Home Care Ltd was on the 25 June 2018. This inspection was the first inspection since they re-registered with the Care Quality Commission (CQC) in May 2017. Prior to this they were registered at another location. At the previous location when we inspected the service we rated it inadequate and took enforcement action. This resulted in time limited conditions being applied to the registration to restrict admissions. The registered provider was also required to seek our approval prior to offering people a care package.

Up until May 2018 the service remained dormant, which meant they were not providing any care or support to people. During dormancy the registered provider recruited an external consultant to put in place a range of new policies and procedures and introduce management systems. The previous registered manager was also employed as the quality assurance officer whose role was to identify and make the necessary improvements so that people would receive good quality care that met their needs. This was to ensure the service would be operationally ready to commence providing an improved service.

At this inspection we inspected the service against two of the five questions we ask about services: is the service safe and is the service well led. As we had recently inspected the service we only looked at the elements of these questions relating to the concerns raised.

At our inspection on 25 June 2018 we rated the service overall 'good' with the 'well led' domain rated as 'requires improvement.' This was because the service had only been operating for a short time it was not possible to fully assess if the systems in place to learn, improve and ensure sustainability were fully effective. Information seen on the day of the inspection showed there were governance and accountability arrangements in place and staff were keen to learn and improve. However, as the service grows these systems needed to be well embedded into the running of the service so that they captured and managed organisational issues and risks. The registered provider told us they planned to increase the business slowly and safely so the systems in place could be monitored and where necessary reviewed in a timely manner.

At this inspection the rating for the service continues to be rated 'Good' and we found no evidence to

collaborate the concerns raised with us. The registered provider had a policy and procedure for the safe recruitment of staff. We looked at six staff files and found checks had been carried out, prior to people being offered posts. Staff had completed a programme of training and were trained to care and support people who used the service safely.

We saw evidence that the registered provider had improved auditing and monitoring systems. For example, a computer system was in place to record and update many aspects of the service for example, staff training, staff rotas and quality assurance checks.

The service did not have 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. The registered provider told us following our last inspection they had interviewed and recruited a manager. However, due to unforeseen circumstances the applicant had been unable to commence work. The registered provider had arranged to interview another applicant on 17 August 2018

You can read the report from our last inspection, by selecting the 'all reports' link for '1 Diamond Home Care Ltd' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Further information is in the detailed findings below.

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

We always ask the following five questions of services.

### Is the service safe?

The service was safe.

Full and thorough recruitment checks were completed for all staff prior to them being offered a position at the service.

People were supported by staff who had received relevant training.

**Good** ●

### Is the service well-led?

The service was not always well led.

The registered provider had a system to assess and monitor the quality of service that people received which identified areas for improvement. As the service grows these systems will need to be embedded into practice and evaluated to ensure they are effective.

**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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This was a focused inspection. The inspection took place on 14 August 2018. One adult social care inspector carried out this inspection.

We visited the office location and met with the registered provider. We asked the registered provider to seek the two services user's permission to go to their homes to collect their care records so these could be checked at the office. We collected one care record and a care coordinator collected the other.

We also looked at the training and recruitment records for the registered provider, the five care workers who provided personal care and one newly recruited care worker who was carrying out their induction. We also spoke with the registered providers training officer and looked at a sample of audits completed by the quality assurance officer.

We looked at the information received about the service from notifications sent to the Care Quality Commission and spoke with the local authority commissioners, contracts officers and safeguarding.

# Is the service safe?

## Our findings

Recruitment processes ensured all the necessary checks had been completed including a full employment history, confirmation of staff character and skills and a Disclosure and Barring Service (DBS) check. DBS checks identify if prospective staff had a criminal record or were barred from working with people who use care and support services.

We looked at the daily care records for the two people receiving personal care. We found in total, the registered provider and five care workers had signed to confirm the support given at each visit. This confirmed to us the staff who were providing personal care to people.

We checked the recruitment records for all five care workers. We also saw the registered provider's current DBS check. All had completed checks to help ensure only suitable people were employed to work at the service. Staff files included information that showed checks had been completed such as a full employment history, written references and a DBS check.

All references had been checked and verified to make sure they were legitimate. The registered provider had a system in place whereby if a DBS check was returned with convictions, a risk assessment was completed. This was to identify if there was any current risk to service user's and what if any measures needed to be put in place to manage the risk and keep people safe from harm.

Staff had been given the necessary training to ensure they had the right skills and knowledge to adequately support people in line with their assessed needs. The registered provider had an in-house trainer who provided training for all staff. Staff completed face to face training in subjects such as fire safety, infection control, privacy and dignity, safer patient handling and equality and diversity. We saw certificates in staff files which confirmed when they had completed this training. We checked these against a staff signing in record which they signed when they attended a training course. These records matched. We spoke over the telephone to the training provider and they confirmed they had provided training to staff on the dates shown on staff attendance records and training certificates.

Staff were also signed up to the on-line 'social care TV' website which included training in food hygiene, health and safety and safeguarding adults. Other training was completed with Doncaster Metropolitan Borough Council (DMBC), for example, medicines management. Monitoring and verification of this training was available through the DMBC on-line system and on the registered providers on-line 'staff finder.'

The registered provider had provided a small number of care calls so we checked the training they had completed. We found they had covered all the mandatory subjects required to be able to carry out personal care safely.

# Is the service well-led?

## Our findings

At the last inspection on 25 June 2018 we looked in detail at this domain and rated it as 'Requires Improvement.' This was because the service had only been operating for a short time and was only providing care to two people, it was not possible to fully assess if the systems in place to learn, improve and ensure sustainability were fully effective.

At this focussed inspection we only looked at elements of this domain. There continued to be two people receiving a service. Information seen from these people and their relatives continued to be positive and they had not raised any concerns regarding their care and support.

The registered provider had employed a new care worker and maintained their commitment to increase the business slowly and safely so that people were not put at risk.

The service did not have a manager in post who was registered with the Care Quality Commission, in accordance with the requirements of their registration. The registered provider told us they had recruited a manager following interviews in July 2018, however, the person had been unable to start work. They were therefore re-interviewing for this post in August 2018.

At the time of the inspection the service was being managed by the registered provider, the quality assurance officer and a care co-ordinator. The previous registered manager was employed as the quality assurance officer whose role was to identify and make the necessary improvements so that people would receive good quality care that met their needs.

Information seen on the day of the inspection showed there were governance and accountability arrangements in place and staff were keen to learn and improve. However, as the service grows these systems need to be well embedded into the running of the service so that they capture and manage organisational issues and risks.

There was an audit system in place which helped to monitor the quality of the service people received. Records were checked when they were brought back from people's homes to ensure people were receiving the right care and they had been completed properly. Care plans and staff files were checked to ensure they were complete and up-to-date. Unannounced checks to observe staff's competency were carried out on a regular basis. This was to check staff were suitably carrying out their roles and responsibilities and putting training into practice.

There was a system in place to monitor the quality and safety of services provided to ensure areas where improvements were required was recognised and addressed to ensure continuous improvements. The quality assurance officer undertook health and safety audits to ensure the safety and wellbeing of the people who used the service and the staff, to promote a safe working environment. This covered areas such as infection control, staff training, accidents and incidents.