

Ashfield Care (Ross-on-Wye) Ltd

Ashfield Care Ltd

Inspection report

Kern Place
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Ross On Wye
Herefordshire
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Tel: 01989565309

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09 December 2016

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 11 July 2016. A breach of legal requirements was found in relation to failing to submit statutory notifications to the Care Quality Commission.

We undertook this focused inspection to confirm that the provider had now addressed this concern. This report only covers our findings in relation to that requirement.

Ashfield Care is located in Ross-on-Wye, Herefordshire. It is domiciliary care agency which provides support to people in their own homes. It supports people with mental health difficulties, learning disabilities, people who need end of life care, people living with dementia, and people living with conditions such as Parkinson's disease and Multiple Sclerosis. On the day of our inspection, there were 49 people using the service.

There was a registered manager at this service, who was present on the day of our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered providers and registered managers 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.

People had been kept informed of recent changes to the management structure. People were positive about the service they received, and the way the service was run.

Staff could approach the registered manager and provider, and they felt valued and motivated in their roles.

People's views were sought about the care they received, and there were systems in place to routinely monitor the quality of care provided.

The provider had notified the Care Quality Commission of safeguarding concerns or accidents and injuries sustained by people they support, as required.

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 is well-led.

People were kept informed of managerial changes and were positive about how this had been managed. Staff were positive about their roles and about the support they received.

There was a system in place for monitoring and improving the quality of care provided to people.

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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.

We undertook an announced focused inspection on 9 December 2016. This inspection was carried out because we had previously identified a breach of Registrations Regulations and we needed to be sure that this breach had been remedied by the provider. We inspected the service against one of the five questions we ask about services: is the service well-led?

The inspection team consisted of one Inspector. We gave the registered manager 48 hours' notice of our intention to undertake an inspection. This was because the organisation provides a domiciliary care service to people in their own homes and we needed to be sure that someone would be available in the office.

We looked at the information we held about the service and the provider. We asked the local authority if they had any information to share with us about the care provided by the service.

We spoke with two people who use the service and one relative. We spoke with the registered manager and three members of staff. We looked at statutory notifications the provider had submitted to the Care Quality Commission.

Is the service well-led?

Our findings

At our previous inspection, we found the provider was in breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009. This was because the provider had not told the Care Quality Commission about safeguarding concerns or accidents and injuries sustained by people they support, as they were required to do. Whilst the provider had ensured that relevant health professionals and the local authority were aware of any risks to people, the Care Quality Commission had not been informed. Statutory notifications ensure that the Care Quality Commission is aware of important events and play a key role in our ongoing monitoring of services.

We brought this to the provider's attention and they told us they would take the necessary action to ensure that statutory notifications were submitted, as required.

At this inspection, we found that statutory notifications had been submitted appropriately to the Care Quality Commission. The registered manager understood their regulatory requirements in this regard and when notifications should be submitted.

At our previous inspection, the registered provider was also the registered manager. At this inspection, the deputy manager was now the registered manager for the service. We spoke with people and staff about this transition and how it had been managed. People we spoke to told us they knew who the new registered manager was and that they had been kept informed of the changes. One person told us, "I haven't met [registered manager] yet, but I know who they are and how to contact them." Another person we spoke with told us they had received a newsletter from the service, and that had informed them of the changes in management. People we spoke with told us they were happy with the care they received, and with the overall management of the service.

We spoke with staff about the change of management, and the support they received in their roles. One member of staff told us, "The change of manager was handled really well, it was very smooth. It was a gradual process and everyone was kept informed. All our service users were given [registered manager's] photo and information about them." Another member of staff told us, "The change of management did not cause any disruption to our work at all. The provider is still very much part of the service, and we were all familiar with [registered manager] because they had been the deputy." Staff told us they felt supported in their roles and were positive about the management of the service. One member of staff told us, "You never feel on your own because [registered manager] is available on the end of the phone-always." Staff told us that the registered manager worked hard to ensure that staff were happy in their roles and that they felt included in the running of the service. One member of staff told us, "I love it here, I feel very lucky."

We spoke with the registered manager about their plans for the service and what changes, if any, they had made. The registered manager told us their focus was on developing the training, recruitment and retention of staff as this would enhance the service that people receive. Links had been established with a local training provider to supplement the in-house training already provided. The registered manager told us, "My role as registered manager is to motivate the staff to do the best job they can for the service users." They also told us of the importance of listening to staff, and valuing them. The registered manager told us they

were given autonomy in their role by the provider and they felt supported in their role.

At our previous inspection, we saw that people's feedback was captured every six months by means of a "Listening Post" questionnaire. The questionnaires asked for people's views in respect of areas such as the punctuality of staff, their communication style, and whether they felt staff required further training. In addition, we found that quality control visits were also carried out every six months. At this inspection, we found that this system was still in place and was used to monitor the quality of care people received. In order to improve this process, the registered manager had appointed a care manager, whose main role was to carry out quality checks and visits. People we spoke with told us that they were asked for their views and were listened to. One person told us, "I met the new person the other day (care manager). They asked me how I was getting on." We saw that recent feedback received showed the majority of people, 93%, had provided positive feedback. Where issues or concerns had been raised, action was taken promptly. The registered manager told us they planned to undertake some quality visits with the care manager so that they could speak with people directly about the service they receive.

The provider had a whistleblowing policy in place, which staff told us they were aware of and that they would have no concerns in raising a whistleblowing concern if necessary.