

Kirsten's Care Ltd

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Inspection report

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Website: www.kirstenscare.co.uk

Date of inspection visit:

10 December 2020

16 December 2020

Date of publication:

07 January 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Kirsten's Care Ltd is a domiciliary care agency providing personal care to adults in their own homes. Not everyone who used the service received the regulated activity of personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of this inspection, the service was providing personal care to 29 people.

People's experience of using this service and what we found

Recruitment processes were not always fully robust. Improvements were needed to the processes of obtaining and verifying references before staff were sent to work in people's homes.

We have made a recommendation that the registered manager reviews their staff recruitment policy and procedures.

Feedback from people who used the service and their relatives was positive. One person's relative said, "The care that [family member] receives is excellent. If I have any issues, which isn't often, I just get on the phone and it's sorted."

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on the 1 August 2019 and this is the first inspection.

Why we inspected

This targeted inspection was prompted in part due to concerns received about staff recruitment and induction training. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change any rating from the previous inspection. This is because they do not assess all areas of a key question.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected not rated

We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

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Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about staff recruitment.

Inspection team

This inspection was carried out by one inspector and an Expert by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 10 December 2020 and ended on 16 December 2020. We visited the office location on 10 December 2020.

What we did before the inspection

We reviewed information we had received. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service and seven relatives about their experience of the care

provided. Two members of staff shared their experiences of working at the service and their recruitment. At the provider's office, we spoke with the registered manager, training member of staff and one of the directors of the provider company.

We reviewed a range of records. This included two staff files in relation to recruitment and staff supervision and other records including training and policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with two professionals who regularly visit the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

This is the first inspection for this newly registered service. The purpose of this inspection was to check a specific concern we had about staff recruitment and induction training. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Prior to this inspection we received some information of concern that staff were being recruited without the appropriate pre-employment checks such as a Disclosure and Barring Service (DBS) check. The DBS helps employers make safer recruitment decisions and helps prevent unsuitable people from working in care services.
- We spoke with the registered manager about their recruitment processes. We checked records held on site and found that the system to obtain references needed tightening up to ensure all references obtained were clear and verified. We discussed this with the registered manager who took immediate action to address this including introducing new procedures and employing a member of staff to lead on staff recruitment.
- All staff had undertaken a check with the DBS to ensure they were suitable and safe to work with vulnerable people. However, where these checks were transferred from a previous employer, consideration had not always been given to identifying any risks with this.
- Staff undertook 'shadow shifts' and had an induction prior to starting work providing personal care to people. We received positive feedback from people using the service about the skills of the staff supporting them. One person's relative said, "It's very good. A lot of them have a caring background. They adapt it [care provided] to the [person]. Medication is all done carefully and professionally. There is no-one who doesn't know what they are doing." Another relative commented, "I think the staff are well trained."
- There were enough staff to meet people's needs consistently and there had been no missed care calls.

We recommend the provider review their staff selection and recruitment policy and procedures to ensure they are in line with best practice.