

Cleeve Hill Healthcare Limited

Cotswolds Link Homecare

Inspection report

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Ratings

Overall rating for this service

Good



Is the service well-led?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 6, 9 and 11 March 2015 at which a breach of legal requirements was found. This was because the registered person had not notified the Commission without delay of abuse or allegations of abuse in relation to people using the service.

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 a focused inspection on 16 July 2015 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 this topic. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for 'Cotswolds Link Homecare' on our website at www.cqc.org.uk.

Cotswolds Link Homecare had a registered manager although this person was not in post at the time of our inspection. A new manager had started who was currently applying for registration. 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.

At our focused inspection on 16 July 2015 we found the provider had followed the action plan which they had told us would be completed by 13 May 2015 and legal requirements had been met. Notifications of significant events were being shared with us in line with the requirements of the law.

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 well-led?

We found that action had been taken to improve the management of the service. Notifications of significant events were being shared with us in line with the requirements of the law.

This meant the provider was now meeting legal requirements. While improvements had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Cotswolds Link Homecare

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 a focused inspection of Cotswolds Link Homecare on 17 July 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 6, 9 and 11 March 2015 had been made. We inspected the service against one of the five questions we ask about services: is the service well-led. This is because

the service was not meeting legal requirements in relation to that question. The inspection was undertaken by one inspector and was announced. The provider was given 48 hours notice because the location provides a domiciliary care service and we needed to make sure they would be there.

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, which set out the action they would take to meet legal requirements and notifications submitted by the provider. Providers tell us about important events relating to the service they provide using a notification.

During the visit we spoke with the manager and a representative of the provider and reviewed a notification submitted to us.

Is the service well-led?

Our findings

At our comprehensive inspection of Cotswolds Link Homecare on 6, 9 and 11 March 2015 we found the registered person had not notified the Commission without delay of abuse or allegations of abuse in relation to people using the service. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Registration) Regulations 2009.

At our focused inspection on 16 July 2015 we found the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 18 described above.

After our inspection the registered manager had submitted three notifications about allegations of abuse which they had not previously notified us about. The manager

discussed with us their understanding of events which needed to be notified to us. They had sent us one notification in July about an event which needed to be notified to the Care Quality Commission.

The manager confirmed they had completed a Disclosure and Barring Scheme (DBS) check and once this had been processed they would submit their applications to us to become the registered manager. A DBS check lists spent and unspent convictions, cautions, reprimands, final warnings plus any additional information held locally by police forces that is reasonably considered relevant to the post applied for.

During the inspection the manager showed us how they had displayed the ratings of the inspection in March 2015 and confirmed the provider's website also displayed the rating for Cotswolds Link Homecare.