

Care Line Homecare Limited

Careline Homecare (Hartlepool)

Inspection report

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05 January 2017

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Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement



Summary of findings

Overall summary

At the last inspection on 5, 6, 9 and 19 October 2015 we found a breach of regulation. Following the inspection the provider wrote to us to say what they would do to meet legal requirements in relation to medicines.

We undertook this unannounced focused inspection on 5 January 2017 to check that they had met legal requirements and to confirm that they had followed their action plan and made improvements to the service. 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 Careline Homecare (Hartlepool) on our website at www.cqc.org.uk.

Careline Homecare (Hartlepool) is a domiciliary care service which provides support with personal care, domestic tasks and shopping to people living in their own homes. At the time of this inspection 356 people were using the service.

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.

At our focused inspection on 5 January 2017 we found medicines were managed safely. The provider had followed their plan and legal requirements had been met.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found that action had been taken to improve the safety of the service in relation to medicines.

Prescribed creams were recorded on medicine administration records.

While improvements had been made we could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Careline Homecare (Hartlepool)

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 was 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 unannounced focused inspection of Careline Homecare (Hartlepool) on 5 January 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 5, 6, 9 and 19 October 2015 had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one adult social care inspector.

Before our inspection we reviewed information we held about the service and the provider such as the action plan the provider submitted setting out how they would become compliant with the breach identified at the previous inspection.

During our inspection we spoke with the registered manager. We looked at medicine administration records for 12 people and other records related to people's medicine needs.

Is the service safe?

Our findings

At our comprehensive inspection of Careline Homecare (Hartlepool) we found that the service did not have accurate records and procedures to support and evidence the safe administration of prescribed creams. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 5 January 2017 we found the provider had followed the action plan they had devised to meet shortfalls in relation to the requirements of Regulation 12 described above.

Prescribed creams were recorded as administered on medicine administration records. There was clear guidance and body maps in place for staff regarding the application of prescribed creams so this could take place in the right way and at the right frequency, in line with instructions on people's prescriptions. Medicine administration records (MARs) we viewed had been completed accurately. This meant people received their prescribed creams when they need them.