

Innovations Wiltshire Limited

# Innovations Wiltshire Limited - Pelham Court

## Inspection report

Pelham Court  
London Road  
Marlborough  
Wiltshire  
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Date of inspection visit:  
20 December 2018

Date of publication:  
21 January 2019

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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 focused inspection of Innovations Wiltshire Limited – Pelham Court on 20 December 2018. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in July 2018 had been made. At that inspection we found a breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009. This was because the service had not notified us of incidents they were legally required to.

The team inspected the service against one of the five questions we ask about services: is the service well-led? No risks, concerns or significant improvement were identified in the remaining key questions through our ongoing monitoring or during our inspection activity so we did not inspect them. This report only covers our findings in relation to the Well-led domain. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Innovations Wiltshire Limited – Pelham Court on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community. It provides a service to older adults, people with a physical disability or learning disability, people who have dementia and mental health conditions.

Not everyone using Pelham Court receives regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

There was a registered manager in post. 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 service had informed us of events and incidents as they are required to do. The registered manager had put into place systems to make sure the service would submit notifications appropriately and without delay.

Feedback had been sought from people who used the service. Responses were analysed and shared so improvements could be made.

Staff could attend monthly team meetings which were used to share information, discuss ideas and concerns and to facilitate learning amongst the staff.

The provider's values were displayed at the service. Quality assurance was under review as the registered manager wanted to involve more staff in the process. The registered manager met monthly with the provider so they could monitor the service and share key information.

## 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?**

The service was well-led.

Notifications had been submitted to notify us of significant events which happened within the service.

Staff could attend monthly team meetings which gave them an opportunity to give their views and share information.

Feedback had been sought from people and used to make improvements to the service.

Quality monitoring systems were in place and under review so that more staff could be involved in the process.

**Good** ●

# Innovations Wiltshire Limited - Pelham Court

## **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 inspection took place on 20 December 2018 and was announced. This was a focused inspection to check the provider had taken action to meet the shortfalls in legal requirements found at our last inspection in July 2018. The inspection was carried out by two inspectors. We gave the service 24 hours' notice of the inspection site visit because it is small and the manager is often out of the office supporting staff or providing care. We needed to be sure that they would be in.

Before our inspection we reviewed the information we held about the service including the provider's action plan and previous reports. We also looked at notifications which had been submitted. A notification is information about important events which the provider is required to tell us by law.

We spoke with the registered manager and the acting deputy manager. We looked at accident and incident forms, meeting minutes, quality assurance records and other records relating to the management of the service.

# Is the service well-led?

## Our findings

At our last inspection in July 2018 we found that the service had not notified us of incidents they were legally required to. This was a breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009. At this inspection we found the service had submitted notifications as required.

Following the last inspection, the registered manager sent us an action plan informing us of how they were going to meet the Regulation and by when. We checked to make sure the required improvement had taken place and found that it had. We checked the incident forms that had been completed since our last inspection and found where a notification was required, this had been submitted. Since our last inspection the provider had put systems in place to make sure notifications were submitted when required and without delay.

There was a registered manager in post. 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. Since our last inspection the deputy manager had left the service. The registered manager told us they had not yet recruited a new deputy manager but had a member of staff who was 'acting up' into the role.

The provider's values were on a poster displayed at the service. The acting deputy manager told us they loved working at the service due to the provider's values. They said, "Innovations is a small family company, you get to work with people intimately, you have time to get to know them and chat to them, I like that." The registered manager had also displayed the rating from the last inspection which they are required to do by law.

Team meetings were held monthly and minutes kept. The service also held 'best practice' meetings with staff to share good practice on specific topics. For example, at the recent meeting in October 2018 we could see that good practice in relation to infection prevention and control was discussed. The registered manager told us any updates or new guidelines were shared with the staff using a memo then discussed at team meetings. They told us this helped to make sure staff understood the information and what was being asked of them.

Following any incidents, the service took action to prevent reoccurrence. For example, there had been a medicine's incident at the service. The registered manager made sure appropriate action was taken and the person was not harmed. In response to the incident, the registered manager stopped staff administering medicines until they were re-trained. They told us medicines were being administered by 'on call' managers and would continue to be done so until staff were competent.

People's feedback had been sought using surveys. The registered manager had collated the results and produced a report. Where needed action had been taken. For example, one person said they did not like two of their care workers. The registered manager told us there was no suggestion the care workers had done

anything wrong. However, care visits were changed so the person could have workers they got on with and were happy with.

The service worked in partnership with various agencies. Some people were being supported by staff following a discharge from hospital. This meant that there were often professionals involved in their care such as physiotherapists and community nurses. Staff followed professional's instructions to help people with their rehabilitation. to rehabilitate people.

Quality monitoring systems were in place and under review. The registered manager told us they wanted to put into place systems that more people would engage with. They had found that quality monitoring checks completed by them were not always productive. People were at times reluctant to be forthcoming sharing their views with the registered manager as they did not want to "get staff into trouble". The registered manager had identified two members of staff who were competent in observing staff and talking to people. They would be involved in completing quality monitoring checks which included observing staff engaging with people during visits.