

Embrace (UK) Limited St Cuthberts

Inspection report

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Ratings

Overall rating for this service

Is the service effective?

Overall summary

We carried out an unannounced comprehensive inspection of this service on 3 and 7 November 2014. A breach of legal requirements was found because staff were not receiving regular supervision. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach of the regulation relating to supervision of staff.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirements. 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 St Cuthbert's on our website at www.cqc.org.uk.

We found the provider had met the assurances they had given in their action plan and were no longer in breach of the regulations. We found from viewing staff records that staff were now receiving regular supervision in line with the provider's policy and procedures. For example, in January 2015 all 35 staff had received supervision. We found that the provider had used supervision as an opportunity to raise staff awareness of company values, whistle blowing and the Mental Capacity Act 2005 (MCA).

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 effective?

Staff were now receiving regular supervision in line with the provider's policy and procedures. The provider had used supervision as an opportunity to raise staff awareness important issues.

We could not improve the rating for: is the service effective; from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

St Cuthberts

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 unannounced focused inspection of St Cuthbert's on 18 May 2015. This inspection was done to

check that improvements to meet legal requirements planned by the provider had been made after our comprehensive inspection on 3 and 7 November 2014. We inspected the service against one of the five questions we ask about services: Is the service effective? This is because the service was not meeting some legal requirements.

The inspection was undertaken by an adult social care inspector. During our inspection we looked at supervision records for all staff.

Is the service effective?

Our findings

We reviewed the action plan the provider sent to us following our comprehensive inspection in November 2014. This gave assurances that staff would be supported in their role by receiving planned supervisions at regular intervals. Supervision is important so staff have an opportunity to discuss the support, training and development they need to fulfil their caring role. The provider told us they would be compliant with the regulations by 28 February 2015.

We found the assurances the provider had given in the action plan had been met. The provider's 'Supervision of Staff Policy' 2014 stated supervision should be carried out at regular intervals, at least every 4 – 6 weeks. We viewed the staff supervision matrix which was displayed in the manager's office. This confirmed that all of the 35 staff listed on the matrix had received supervision in January 2015. We saw from viewing the matrix that 30 out of 35 staff

had received supervision in March 2015. The interim manager told us that May supervisions had commenced and were on-going. This meant most staff were now receiving supervision in line with the provider's procedures.

We checked a selection of staff files so that we could cross-reference individual staff records with the staff supervision matrix. We found these were consistent and all supervision records were in place. We found that the provider had used supervision as an opportunity to raise staff awareness of important issues. For example, topics covered during supervision included company values and whistle blowing. Supervision had also been used to assess the staff member's understanding of the Mental Capacity Act 2005 (MCA), including the Deprivation of Liberty Safeguards (DoLS). MCA is a law that protects and supports people who do not have the ability to make their own decisions and to ensure decisions are made in their 'best interests.' It also ensures unlawful restrictions are not placed on people in care homes and hospitals.