

Browncross Healthcare Limited

Browncross Healthcare Limited (Domiciliary Services)

Inspection report

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Date of inspection visit:
04 April 2017

Date of publication:
05 May 2017

Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

This inspection took place on 4 April 2017 and was announced.

At our previous inspection on 23 and 25 August 2016 a breach of legal requirements was found. After the inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to notifications.

We undertook this focussed inspection to check that they had followed their plan and to confirm that they now met the legal requirements in relation to the breach found. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Browncross Healthcare Limited' on our website at www.cqc.org.uk

There was a registered manager in post at the time of our inspection. 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.

Browncross Healthcare Limited is a domiciliary care agency which provides personal care and support to people in their own homes. At the time of our visit the service was providing personal care and support to 55 people in the London Boroughs of Bexley, Camden and Barking and Dagenham.

At our previous inspection we found that the provider did not always notify the CQC of notifiable incidents.

At this inspection, we found that improvements had been made.

The provider was aware of the type of incidents that they were required to notify the Care Quality Commission (CQC) of and had reviewed their notifications protocol. Records of the notifications were kept with additional information added as investigations were carried out.

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 how the service was run.

The provider had submitted statutory notifications of notifiable incidents that had taken place. Their notification procedure had been reviewed in line with their action plan.

This meant that the provider was now meeting the legal requirements and we have improved the rating for this question from requires improvement to good.

Good 

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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.

We undertook a focused inspection of Browncross Healthcare Limited on 4 April 2017 and it was announced. The provider was given 24 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 23 and 25 August 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service Well led? This was because the service was not meeting some of the legal requirements.

The inspection was carried out by one inspector.

Before the inspection, we looked at the information we held about the service. This included notifications of significant incidents reported to the Care Quality Commission (CQC) and the last inspection report published on 22 October 2016. During our inspection, we spoke with the registered manager and the quality assurance manager and reviewed key documents in relation to the management of notifications.

Is the service well-led?

Our findings

At our previous inspection that took place on 23 and 25 August 2016, we found the provider had failed to send in statutory notifications to the Care Quality Commission (CQC) as required.

At this inspection, we found that improvements had been made. The provider was now meeting the regulation.

We reviewed their records of incidents that had taken place since the previous inspection. The provider kept a log of these along with supporting documents such as correspondence with members of staff involved and the relevant local authorities. The provider was aware and knew under what circumstances to submit a notification to CQC, and had submitted notifications to the CQC for all the incidents we reviewed.

The quality assurance manager told us that they had taken on board the feedback they had received from the previous inspection about notifications and we saw that their notification protocol had been reviewed. This document highlighted what kinds of incidents need to be reported, how to submit a notification and who was responsible for submitting notifications. It also included guidance about using personal information when completing notification forms.

The quality assurance manager said, "After the last inspection we made sure all decisions were discussed as a team and then notified." We saw minutes from a management meeting that discussed the outcomes of the previous inspection and highlighted the importance of staff communication about issues and decisions that had to be made. Their notifications procedure highlighted that the quality assurance manager should be made aware of all incidents that required a notification.

Since the last inspection, the provider had kept us updated when any significant incidents had occurred and told us what actions had already been taken when the notification had been submitted. The quality assurance manager added, "The last inspection stressed the importance of this and changed people's thinking. It has raised the awareness of safeguarding throughout the company."