

Monarch Care Services UK Ltd

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Inspection report

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Date of inspection visit:
12 January 2017

Date of publication:
03 February 2017

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

Our focused follow up inspection was unannounced and took place on 12 January 2017.

We carried out an announced comprehensive inspection of this service on 12 and 15 August 2016. A breach of legal requirements were found. These related to there not being sufficient care staff to support people at the times required. 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 this focused inspection to check that they had followed their action 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 Monarch Care Services UK Ltd on our website at www.cqc.org.uk.

The provider had taken the appropriate action to ensure there were enough staff to support people. We found that they had also made improvements to how staff were recruited to improve the levels of staff retained.

The provider had improved the systems they had to ensure care staff were being deployed appropriately. However we found that further improvements were still needed to ensure people received the support they needed at the times requested on a consistent basis.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

People were able to get support from regular care staff, but this was still not consistent at the time they requested.

The provider had improved their systems to ensure care staff worked in much smaller manageable teams to ensure the amount of missed calls were reduced.

The provider had taken action to ensure they had sufficient staff to meet people's support needs.

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 ●

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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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection was undertaken by one inspector.

We undertook an unannounced focused inspection of Monarch Care Services UK Ltd on 12 January 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 12 and 15 August 2016 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 previously meeting some legal requirements.

We checked the information we held about the service and the provider. This included the provider's action plan, which set out the actions they would take to meet legal requirements.

During our inspection we spoke with two people who received the service, two relatives, three care staff, the registered manager, deputy manager and the provider. We looked at care staff records to show how care staff were deployed to support people and how people received their service when their regular care staff were not at work.



Our findings

At our inspection on 12 and 15 August 2016, we found that the provider failed to ensure that there was enough care staff to provide people with the support they needed at the times agreed. The provider was unable to show how they ensured they had enough care staff to deliver the service. This was a breach of Regulation 18 HSCA 2008 (Regulated Activities) Regulations 2014.

At this focused inspection, we found that the provider had taken some action and made the required improvements to ensure they were meeting Regulation 18.

A person said, "There are improvements, I do get regular staff now, but staff still do not always come at the agreed time". Another person said, "Staff are regular and consistent, but still do not come at the right time". The relatives we spoke with were happy that they were now able to get regular care staff but felt the staff were not arriving at the time required consistently enough. Care staff we spoke with all felt they were now able to visit people on a regular basis and get to them at the time required. One care staff member said, "I have a regular list of clients and I am able to get to them at the right time". We found that while improvements had been to how care staff were deployed to ensure people received regular support on a consistent basis, we found that the time care staff arrived was still not consistent. We discussed this with the registered manager who was able to explain the difficulties and the actions they had taken to resolve the problems.

A person said, "There does seem to be more staff", while another person said, "They could do with more staff". Care staff we spoke with had a mixed view as to whether there was enough care staff employed. One care staff member said, "There is enough staff". Another care staff member said, "We could do with probably more staff. The service is okay until staff go on leave". We found that care staff levels had improved and the registered manager was able to explain the actions they had taken since the last inspection to recruit more care staff. While there was still improvements to be made to ensure people received their service how they wanted and this being sustained long term. We found that there was a marked improvement in the amount of people not receiving support on time as care staff were now working in small teams. This ensured their colleagues would pick up the gaps created by care staff not being at work.

The registered manager had also made improvements to the recruitment and induction process to reduce the amount of care staff leaving within a short period of time having been appointed. A care staff member said, "It was good being able to shadow existing staff before deciding whether I wanted the job". We found that care staff were able to shadow with permanent staff for a short while as a way to deciding if the job was

something they wanted to do long term. This action has helped the provider retain more care staff.

We found that the provider had a system in place to help determine the amount of care staff required to support people based upon the hours of support people needed. The registered manager was able to explain how they knew how many care staff were required in comparison to when they needed to recruit more staff.