

Triangle Community Services Limited

Homecare Sutton

Inspection report

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Tel: 02086604565

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20 October 2016

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Ratings

Overall rating for this service

Good 

Is the service well-led?

Requires Improvement



Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 7 June 2016 and we found a breach of regulations. This was because the provider could not assure themselves of the continued suitability of staff to care for people as criminal records checks were only completed at recruitment stage. Additionally, staff training records could not be easily located or were missing. This meant the provider could not determine if staff had received all appropriate training in a timely manner. We rated the service overall as 'good' but the 'well-led' section as 'requires improvement'.

After the comprehensive inspection, the provider wrote and told us they would ensure that all staff would have their criminal records checks completed every three years and that staff training records would be reviewed and updated.

We undertook a focused inspection on 20 October 2016 to check they had followed their action plan and to confirm they now met legal requirements. This inspection was announced and we gave the provider 48 hours' notice as we needed to be sure of the availability of staff records, which often can only be accessed by managers.

This report only covers our findings in relation to these requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Homecare Sutton on our website at www.cqc.org.uk

Homecare Sutton provides personal care to people living in their own homes. At the time of our inspection, the service provided personal care to 10 people. In addition they also offer a companionship service to approximately 35 people. This part of the service is not regulated by the Care Quality Commission (CQC).

The service did not have a registered manager in post, although they are required to do so. We will follow up the status of the registered manager with the provider. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

At our focused inspection we saw the provider had followed their action plan. They had instigated a policy that stated criminal records checks would be renewed every three years and there were mechanisms in place to ensure this happened.

Systems had been put in place to record staff training both on a database which flagged up renewal dates, and also on staff files. Both systems were reviewed to ensure they were updated regularly.

The provider had taken sufficient action to meet the legal requirements that were being breached at the last inspection. We have not improved our rating for 'well-led' from 'requires improvement' to 'good' because we want to see consistent improvements at the service and a registered manager in post.

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 provider has made improvements in this area.

There were systems in place to make sure staff remained suitable to work with people.

The provider had systems in place to record staff training so they could identify when training needed to be refreshed.

We have not changed our rating for this key question as we want to see consistent and sustained improvements and a registered manager at the service. We will review our rating at our next inspection.

Requires Improvement 

Homecare Sutton

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 checked 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 focused announced inspection was undertaken by an inspector on 20 October 2016. We did this because we needed to see key information which can only be accessed by senior managers within the service. This inspection was arranged to check that improvements planned by the provider after our comprehensive inspection in June 2016 had been made. We inspected the service against one of the five questions we ask about services: Is it well led?

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, which set out the action they would take to meet legal requirements. During our inspection we visited the service's office and looked at various records relating to staff recruitment and training records for three members of staff.

Is the service well-led?

Our findings

At our last inspection of the service on 7 June 2016 we found the provider had some quality assurance systems to help protect people from the risks of unsafe and inappropriate care. However, although the provider identified criminal records checks were completed at recruitment stage and not renewed subsequently, they had not taken action regarding this issue. We found that some staff had not had criminal records checks renewed for over nine years of employment and may not have been suitable to continue their employment.

At this inspection we saw the provider had reviewed their policies and procedures. The revised policy stated that staff should have criminal record checks completed at recruitment stage and every three years subsequently. We saw the provider had introduced a system which flagged up three months prior to the renewal date. In this way the provider could ensure applications for criminal records checks were completed in a timely manner and so were considering staff members continued suitability to be employed by the service.

At our last inspection of this service on 7 June 2016 we found the provider could not easily ascertain what training staff had completed and when it needed to be refreshed. This was because staff training records were not appropriately maintained as they were often misfiled or missing.

We saw the provider had updated staff training files with dates and relevant training certificates. The provider had also ensured staff training was entered onto a database which highlighted when training was due to be renewed. We checked some staff training identified by the provider as mandatory. These were safeguarding adults at risk, moving and handling, fire safety and CoSHH (Control of Substances Hazardous to Health). The records we looked at showed staff had completed the training with the information entered onto a database. In this way the provider had ensured they could help to maintain staff skills and knowledge.

The provider had considered job roles within the organisation and identified the level and range of training the role required. For example, all staff were required to undertake emergency first aid, but only those staff who had direct contact with people who used the service were required to complete a safe food handling course. We saw that some training was computer based with competency checks after the training was completed, whilst other training was face to face so staff had practical experience. This helped the provider to ensure staff they employed had the appropriate knowledge and skills to meet people's needs.

The service did not have a registered manager in post although they are required to do. In the interim period the provider ensured the service was supported by the previous registered manager who was based on site. A manager had been appointed to the service but was yet to be registered with the CQC. We are unable to change the rating of 'well-led' until the service has a registered manager in post.