

CTRC Community Interest Company

CTRC CIC

Inspection report

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18 November 2016

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Ratings

Overall rating for this service	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

CTRC CIC provides a range of services for people in their own home including personal care. People using the service had a range of needs such as learning and/or physical disabilities and dementia. The service offered support to people over the age of 18 years old. At the time of our inspection 23 people were receiving personal care in their home. The care had either been funded by their local authority, direct payments or people were paying for their own care.

We carried out an announced comprehensive inspection of this service on 23 and 24 November 2015. A breach of a legal requirement was found as the quality monitoring systems did not effectively identify where improvements needed to be made.

After the inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to the breach.

We undertook this announced focused inspection to check that the provider had followed their plan and to confirm that they now met the legal requirement. We gave the provider notice the day before the visit so that we could be sure someone would be available. This report only covers our findings in relation to the requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for CTRC CIC on our website at www.cqc.org.uk

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.

At our focused inspection on the 18 November 2016, we found that the provider had followed their plan of action which they had told us would be completed by 6 January 2016 and the legal requirement had been met.

There were two new staff members who amongst other tasks would be checking the information and records held on people who use the service and staff. When checks were carried out on staff performance and on reviews of people's needs the records were viewed to ensure they contained the necessary information.

We saw there was an annual audit in place to check all of the information on people's files and on staff files. There were regular spot checks on obtaining feedback on the service from the people who used the service and checks on the staff supporting people. This was to ensure people were happy with the service they received and that staff were carrying out the duties they should be doing at the correct times.

The service had signed up to an organisation that also provided them with various templates so that

different aspects of the service could be checked to ensure it was running effectively, for example the records held in the service and recruitment practices.

There were regular staff meetings and management meetings so that ideas and issues were discussed and addressed.

The registered manager could demonstrate that there had been improvements made to how the quality of the service was monitored for the benefit of the people using the service.

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?

Good ●

We found that action had been taken to ensure the service was well led.

Improvements had been made to the quality monitoring systems to ensure they were more detailed and identified areas that required attention.

The management team met on a regular basis to ensure the service operated effectively.

Additional staff had been recruited to assist with the monitoring of the service.

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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.

We gave the provider notice the day before the inspection so that we could be sure someone would be available.

We undertook an announced focused inspection of CTRC CIC on 18 November 2016. The inspector inspected the service against one of the five questions we ask about services: is the service 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 the legal requirements.

The inspection was carried out by one inspector.

We spoke with the registered manager and administrator. We looked at the care records of four people who used the service, three staff files and a sample of the audits and quality monitoring checks that were in place.

Is the service well-led?

Our findings

At the previous inspection in November 2015 we found that there were processes in place to monitor quality and understand the experiences of people who used the service. However some of these had not been effective in identifying where improvements needed to be made. We found issues with the information obtained during the recruitment process of new staff and some of the details in people's care records.

The provider informed us that improvements would be made by the 6 January 2016.

At this focused inspection we found that there were more detailed audits in place to identify how the service was operating and if there were areas that needed to be improved. Additional staff had been recruited to assist with the monitoring of the service.

Since the last inspection the registered manager confirmed that people using the service and/or their relatives received a copy of the rota so they knew who would be coming to the person's home.

The registered manager explained that early in 2016 they had sent satisfaction surveys to staff and professionals but had not received any back. They had not sent any to people using the service or their relatives but told us they planned to do this in 2017.

Regular and more effective checks were in place on the staff files so that the required recruitment information was obtained prior to a staff member joining the service. The registered manager had introduced a risk assessment so that, for example, if they were not able to obtain sufficient details about an applicant via their references, the registered manager would consider if the risk was minimal and if so then they would employ them. Each time there was a spot check carried out on a staff member working in the community, which was approximately three times a year; their file was checked to ensure it continued to hold accurate information about them. The checks on staff files also enabled management to look at the training that had been completed so that they could see that this was up to date.

We saw on the staff files we viewed that after a new member of staff had worked for three months they had a review of their work. The registered manager confirmed that this would now be after six weeks so that they met with staff earlier to check on their progress, identify if there were any issues and to ensure they were competent in the job they were doing.

Regular reviews were also in place for people using the service. This was approximately every three months or sooner if their needs changed. We saw evidence of this on people's files. We saw action points were recorded from some reviews to improve the person's quality of life and these were signed off once completed.

The registered manager confirmed they checked late or missed calls and accidents and incidents. They confirmed they would analyse information they received to see if there were any patterns or trends so that they could address issues quickly.

The registered manager continued to keep up to date with current good care practices and since the last inspection had obtained a nationally recognised qualification Level 5 in Leadership for Health and Social Care and Children and Young People's Services. They were keen to keep up to date with current good practice and confirmed they continued to receive updates from the Care Quality Commission (CQC) and Skills for Care. This was a social care organisation that provided advice and guidance to care providers.

We saw that once a week the registered manager met with staff and if people using the service wanted to visit the office then they could also come to see them. This gave the registered manager the chance to share information and to receive any updates on staff or people using the service.

The registered manager showed us the new IT system that was being introduced to the service. This would enable closer monitoring of various aspects of the service. This would include checking and responding quickly to any late or missed calls, the system would show and flag up to staff any significant details about a person using the service; rotas could be sent and updated for staff to see when they were working. The registered manager was confident that once this was fully implemented it would help all staff work more effectively.