

Star Care UK Ltd

Star Care UK Limited - 51-55 Fowler Road

Inspection report

51-55 Fowler Road
Hainault
Essex
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Tel: 02085026660

Date of inspection visit:
18 January 2017

Date of publication:
01 February 2017

Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

This inspection took place on 18 January 2017 and was announced. The registered manager was given 24 hours' notice. We needed to be sure that members of the management team were available to talk to.

At the last inspection on 19 October 2016, we found the service to be in breach of the regulation relating to notifications. We found the registered manager did not always notify the CQC of safeguarding alerts, which they were legally obliged to inform us about. This was discussed with the registered manager, who stated any future notifications would be sent to us without delay.

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

We undertook this announced focused inspection on 18 January 2017 to check they had followed their plan and to confirm they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report of our last comprehensive inspection, by selecting the 'all reports' link for Star Care UK Limited on our website at www.cqc.org.uk.

Star Care UK Limited provides personal care to people living in their own homes in different boroughs around the London area. At the time of our visit, they were providing personal care to 638 people. The provider had 210 staff in their employment.

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 this inspection, we found the registered manager had taken sufficient action to ensure they notify us about certain changes, events and incidents affecting their service or the people who use it.

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 ●

The service was well-led. The registered manager was aware of their responsibilities to inform Care Quality Commission (CQC) of notifiable events without delay.

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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.

This inspection was undertaken to check that the provider had made improvements to meet legal requirements after our 19 October 2016 inspection. We inspected the service against one of the five questions we ask about services: Is the service well-led? This was because the registered did not always notify the CQC of safeguarding alerts, which they were legally obliged to inform us about.

This inspection took place on 18 January 2017 and was announced. It was undertaken by one adult social care inspector.

Before our inspection, we reviewed information we held about the service and the provider. This included the action plan the provider submitted setting out how they would become compliant with the breach identified at the previous inspection. During the inspection, we spoke with the registered manager and looked at the records of notifications that they had submitted to us and/or to other bodies such as the local authorities and commissioning teams.

Is the service well-led?

Our findings

At our last inspection in October 2016, we found the registered manager did not always submit statutory notifications to the Care Quality Commission.

During this inspection, we found the registered manager had taken steps to ensure they notified us about certain events, so that we could see what actions they had taken or if we needed to follow up on any information they had sent us. The registered manager was aware of their responsibilities to inform us of any notifiable events.

Since our last inspection in October 2016, the registered manager had been sending us notifications on a regular basis. This helped us to monitor the service closely and to identify if we needed to take any action, such as bringing forward an inspection or contacting the local authorities or commissioning teams to see what actions they were taking against the service.

We looked at the notification records in the service and saw the registered manager had notified us of all events that we needed to be aware of and this was done without delay. They were aware it was an offence for not doing so.

There were processes put in place by the registered manager to ensure we were notified of any safeguarding concerns. For example, they had notified us very recently of a safeguarding concern that they had raised with the local authority. We saw evidence this was done in a timely manner and all other relevant bodies were informed too.

All the records about concerns were kept in a folder which helped the registered manager to see what actions had been taken and who had been informed.

We saw staff had also been reporting concerns to the registered manager so actions could be taken by them. For example, we saw correspondence where the registered manager had contacted the GP for one person as the sore on part of their body was getting worse. This was reported by a care worker who supported that person.

The registered manager told us they would seek advice from CQC if they were unsure about any event that they felt we should be aware of.

During our visit, we saw evidence the actions the registered manager had taken to deal with the concern, which we had identified in our previous inspection.