

Panacea Care Limited

Panacea Care

Inspection report

13 Wood End Green Road
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14 November 2016

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

Panacea Care specialises in providing care to people who have mental health needs. At the time of our focused inspection Panacea Care provided shared accommodation and support to nine people living in two houses at Wood End Green Lane and Pield Heath Road. We visited Wood End Green Lane where there were six people using the service. This service is staffed seven days a week from 9am- 5pm with on-call support for people after these hours. At the second house, the Pield Heath Road service, people received support from staff twenty four hours a day and currently three people were using the service.

Panacea Care is also registered as a domiciliary care service. This provides home care support to people who have mental health needs living in the community. At this inspection there were three people using this particular service but they did not receive any support with personal care and so this was not inspected at this visit.

We carried out an unannounced comprehensive inspection of this service on 30 and 31 March 2016. A breach of a legal requirement was found as the registered and deputy manager were working seven days a week as there were not sufficient numbers of staff working to ensure they could take time off work. 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 unannounced focused inspection to check that the Provider had followed their plan and to confirm that they now met the legal requirement. 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 Panacea Care 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 14 November 2016, we found that the provider had followed their plan of action which they had told us would be completed by 30 June 2016 and the legal requirement had been met.

The registered manager had employed two new support workers and the outreach support workers also now worked extra hours. This enabled the registered and deputy manager to have time off, usually at the weekend. Therefore we were satisfied that there were sufficient numbers of staff deployed to support people safely.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

We found that action had been taken to improve safety.

The registered manager had recruited two new support workers who along with the extra support from other members in the staff team meant they no longer worked seven days a week.

Panacea Care

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 undertook this unannounced focused inspection to check that the Provider had followed their plan and to confirm that they now met the legal requirement. 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 Panacea Care on our website at www.cqc.org.uk

This inspection took place on 14 November 2016 and was unannounced. We wanted to check that improvements to meet the legal requirement planned by the provider after the comprehensive inspection carried out 30 and 31 March 2016 had been made. The inspector inspected the service against one of the five questions we ask about services: is the service Safe?

The inspection was carried out by one inspector.

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.

We met with the registered manager and senior support worker. We viewed the rota for both houses for October and November 2016. We viewed the staff files of the two new support workers who had joined the staff team since the last inspection.

Is the service safe?

Our findings

During the last inspection in March 2016 we found that the registered and deputy manager were working seven days a week without having time off work. We saw improvements as the registered manager had recruited two new support workers and other staff members in the outreach team were now working extra hours to ensure the registered and deputy manager had time off at the week-ends.

We viewed the staff rota for October and November 2016. We saw that the registered and deputy manager were no longer working seven days a week. We noted that in mid-October 2016, whilst the registered and deputy manager were on annual leave, one senior support worker worked twelve days in a row without taking a day off. The registered manager explained that the two new support workers had only recently been employed as there had been difficulties in recruiting new staff since the last inspection. Therefore the senior support worker had agreed to work extra days. We spoke with this member of staff who confirmed this had not been the usual working pattern. They also told us that since the two new support workers were not working in the service they only worked in the one house five days a week and did not need to work in the second supported living house. They also said that there were "enough staff working in the service." The senior support worker stated that people using the service, although they had various needs and abilities, were independent and most of them could go out of the service without having staff supporting them.

The registered manager explained that the outreach support workers who worked in the community had started to work extra hours in the supported living service and therefore this had enabled them to take time off. They told us there were plans to recruit to at least one more support worker so that they had even more flexibility when organising when the support workers worked.

The Wood End Lane service was staffed seven days a week, 9am-5pm. People using the service had access to a telephone so that they could contact the staff member who was working out of hours if there were any concerns or queries. At the Pield Heath Road service there was a staff member available twenty four hours a day for the people living there as they required additional support. The rota confirmed that during the week the registered and deputy manager were often working alongside support workers so that they could assist them and work with people using the service if they required their help. The registered manager worked at the Wood End Lane service and the deputy manager worked at the Pield Heath Road service. Both were located near to each other so that the registered manager could support people and staff across both houses.

We were satisfied that there were sufficient numbers of staff working across the two houses to ensure people were safely supported.