

Viridian Housing Martin House

Inspection report

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Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement



Summary of findings

Overall summary

This unannounced inspection took place on 09 January 2016. The last inspection of the service took place on 25 May and 02 June 2016. We rated the service as Good overall but identified one breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014 as the provider did not always obtain references for new staff before they started to work with people using the service. This may have placed people at risk of unsafe or inappropriate care. At this inspection we checked the provider's recruitment records to make sure they included checks the provider completed before new staff started work in the service. We found the provider had taken action and improved the way they carried out checks on new staff to make sure they were suitable to work with people using the service.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Martin House' on our website at www.cqc.org.uk.

Martin House is a care home providing residential and nursing care for up to 75 older people, some living with the experience of dementia.

The service had a registered manager. 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.

During this inspection we found that the provider followed their recruitment procedures and obtained two references for all staff working with people using the service, as well as carrying out other checks on their suitability. Staff we spoke with confirmed the provider completed recruitment checks before they were allowed to work unsupervised with 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 safe?

We found the provider had taken action to improve the safety of people using the service.

The staff recruitment records we reviewed included all of the required checks to make sure staff were suitable to work with people using the service.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement ●

Martin House

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 took place on 09 January 2017 and was unannounced. One inspector carried out the inspection. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in May and June 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 meeting legal requirements in relation to that question.

During the inspection we reviewed the staff recruitment records for three nurses and five care staff working in the service.

Is the service safe?

Our findings

At our last inspection on 25 May and 02 June 2016 we found that people using the service may have been at risk of unsafe or inappropriate care as the provider did not follow their recruitment procedures and failed to obtain references for all new staff before they started to work in the service. We looked at a sample of staff recruitment files and saw that some included no references and others only had one reference. We discussed this with the registered manager who obtained some references to cover the shortfalls we identified. However, there were still gaps which meant that the provider had not always obtained two written references before a person started work at the service. This contravened the provider's own policy on recruiting new staff which the registered manager told us was that two written references were required before staff started work.

At this inspection we reviewed the staff records for three nurses and five care staff working in the service. We saw that all eight records included an application form, a written record of the person's interview, a Disclosure and Barring Service criminal records check, proof of the person's identity and, where required, evidence of their right to remain and work in the United Kingdom.

All eight files also included two written references. We saw these were either from the person's previous employer or from a person who knew them well, if employer's references were not available.

We also asked two members of staff about their recruitment and they told us the provider had completed all checks before they were able to work unsupervised with people using the service.