

Hillside Care Services Community Interest Company

Unit 14b - Day Lewis House

Inspection report

324-340 Bensham Lane
Thornton Heath
Croydon
Surrey
CR7 7EQ

Tel: 02086844392
Website: www.hillsidecareservices.co.uk

Date of inspection visit:
13 March 2017

Date of publication:
06 April 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 10 March 2017. A breach of legal requirement was found. After our inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to people's risk assessments and the recording of accidents and incidents.

We undertook this focused inspection on 13 March 2017 to check that they had followed their plan and to confirm that they now met the legal requirements inspected. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Unit 14b - Day Lewis House on our website at www.cqc.org.uk.

Unit 14b – Day Lewis House also known as Hillside Care Services provides personal care services to people in their own homes. At the time of our inspection one person was using the service and one person was due to resume using the service when they returned home from a hospital stay.

The service had 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 previous inspection we found risk assessments were not always focused on people as individuals and when an accident or incident occurred these were not always formally recorded so it was hard to see what action was taken to make things better. During this inspection we found improvements had been made, risk assessments were centred on each person's care and detailed reports were made of any accidents or incidents that had occurred.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe. We found that action had been taken to focus risk assessments on individual people using the service and accidents and incidents were now formally recorded.

Good ●

Unit 14b - Day Lewis House

Detailed findings

Background to this inspection

We undertook an announced focused inspection of Unit 14b - Day Lewis House on 14 March 2017. This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our inspection on 10 March 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 a legal requirement.

The inspection was undertaken by one inspector. During our inspection we spoke with the registered manager and reviewed two people's records. We also looked at another person's records who had just stopped using the service to help us get a full picture of the changes that had been put in place and the improvements that had been made.

Is the service safe?

Our findings

At our previous inspection we saw that three out of five risk assessments seen contained contradictory information about people's diagnosis and some information was clearly copied directly over from other people's care records. We were concerned because risk assessments had not been centred on each individual person and staff therefore did not have the necessary information to properly assess and manage risks to people's risk in their own homes. During this inspection we saw improvements had been made and risk assessments were now focused on the individual. For example, risk assessments around people's mobility focused on their individual needs such as one person had reduced mobility in their left side so staff were guided to give extra support to that side when mobilising.

During our previous inspection we asked how the service recorded incidents and accidents, incidents had been recorded on the daily notes but had not been recorded formally. We were unable to see that systems were in place to allow managers to review, investigate and ensure appropriate action was taken to reduce future risk and prevent further occurrences. During this inspection we saw that incidents had been recorded appropriately with full details of the event, who had been contacted and the action taken. We saw each had been signed and dated by the registered manager so they were able to review and advise on each incident as necessary.