

Divers Support Services Limited

Divers Care

Inspection report

Suite 23, The Vale Business Centre
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Acton Vale
London
W3 7QS

Date of inspection visit:
31 March 2017

Date of publication:
09 May 2017

Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement 

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 19 December 2016. A breach of a legal requirement was found because the provider did always follow safe recruitment practices. This may have placed people at risk of unsafe care.

We undertook this focused inspection on 31 March 2017 to confirm that the provider 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 Divers Care on our website at www.cqc.org.uk.

Divers Care is a domiciliary care agency providing personal care and support to people living in their own homes. People using the service included adults with physical disabilities, adults with mental health needs, adults with long term health conditions and people over the age of 65 years. At the time of the inspection there were eight people using the service and nine staff.

The agency started operating in 2015 and the owner was also the 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.

At our focused inspection on 31 March 2017, we found that the provider had not made all the necessary improvements to meet the requirement.

The provider had failed to ensure that all staff had listed their previous employment and that gaps in their employment were accounted for.

Not all staff had two references and two people who worked previously with vulnerable adults or children did not have references from these employers.

Spot checks were being undertaken to monitor staff performance.

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 some action to improve the service as they were undertaking spot checks to monitor staff, however they had not addressed gaps in people's employment, nor did all recruitment files contain two relevant references.

The field supervisor provided us with an action plan after the inspection.

We could not improve the rating for safe from requires improvement because the provider had not fully complied with the regulation. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Divers 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 checked 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 an unannounced focused inspection of Divers Care on 31 March 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 19 December 2016 inspection had been made. The service was inspected against one of the five questions we ask about services: Is the service safe. This was because the service was not meeting some legal requirements.

Prior to the inspection, we looked at all the information we held on the service including the last inspection report and notifications of significant events and safeguarding alerts. Notifications are for certain changes, events and incidents affecting the service or the people who use it that providers are required to notify us about.

The inspection was undertaken by a single inspector. During the inspection, we spoke with two field supervisors and looked at the recruitment files for six staff.

Is the service safe?

Our findings

At the inspection on 19 December 2016, we saw that although the provider had appropriate systems for the recruitment of staff, these were not always followed. Gaps in employment were not always recorded and references were not always appropriately sought.

At the inspection on 31 March 2017, we found the provider had not made the necessary improvements to meet the requirements. We spoke with the field supervisor who told us the provider had been on an unplanned leave of absence since January 2017 and consequently a plan of action had not been completed.

We could not see staff's Disclosure and Barring Service (DBS) checks as the provider kept them separately and the field supervisor did not have access to them. The field supervisor was confident these had been undertaken and said they would obtain copies for staff files.

We looked at the recruitment files for six members of staff and saw that two files had references from jobs that were not listed on their application forms. In one file, references had been applied for but not received and four files we looked at had only one reference. Additionally we saw in two of the files people had previously worked with vulnerable adults or children and references were not obtained from these employers.

We discussed this with the field supervisor who said that in the absence of the provider they would ensure the recruitment files were up to date and the information was accessible to more than just the provider. After the inspection, the field supervisor provided us with an action plan of how they would meet the requirements.

We saw that the person the service was waiting for references for, was shadowing the field supervisor and not lone working with people using the service. Additionally, the field supervisor was undertaking spot checks to monitor staff working in the service which contributed to minimising the risk to people using the service.