

The Brandon Trust City Breaks

Inspection report

2 Bowley Close, London, SE19 1SZ
Tel: 020 8670 6031

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Ratings

Overall rating for this service

Good



Is the service effective?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 17 March 2015. A breach of a legal requirement was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to supporting staff.

We undertook this focused inspection on 29 July 2015 to check that they had followed their plan and to check that they now met the legal requirement inspected. This report only covers our findings in relation to that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for City Breaks on our website at www.cqc.org.uk.

At our previous inspection we found that staff were not up to date with their mandatory training and had not received an annual appraisal.

Since our previous comprehensive inspection staff had completed their mandatory training and were supported to attend additional training courses in health and social care. The team leaders had received an annual appraisal and the rest of the team had their appraisal scheduled.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that action had been taken to improve the effectiveness of this service.

Staff had updated their knowledge and skills through the completion of refresher mandatory training courses. Some staff were also completing additional training courses in health and social care. The team leaders had received an annual appraisal and the rest of the team had their appraisals scheduled.

We could not improve the rating for effective from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires improvement



City Breaks

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of City Breaks. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection on 17 March 2015 had been made. The team inspected the service against one of the five questions we ask about services: is the service effective?

Two inspectors undertook this inspection on 29 July 2015.

During the inspection we spoke to one support worker and made a phone call to the manager of the service. We reviewed staff training and appraisal records. After the inspection we spoke to the provider's learning and development coordinator.

Is the service effective?

Our findings

At our previous inspection we heard that staff were finding it difficult to get the time to complete their mandatory e-learning training. Staff were not up to date with the service's annual refresher mandatory training and there was a risk that staff did not have up to date knowledge and skills to support people using the service. We saw that 80% of staff required training on fire safety, 60% needed food safety training, 60% medicines administration, 40% first aid training and 40% safeguarding adults training. We found that whilst staff received regular supervision, staff had not received an annual appraisal.

At this inspection we saw that the majority of staff had completed and were up to date with their mandatory training. This included completion of training on equalities and diversity, the Mental Capacity Act 2005, food hygiene, medication safety, fire awareness, lone working and first

aid. One staff member told us they had been given protected time to undertake their training. Staff were also supported to undertake additional training courses including National Vocational Qualifications in Health and Social Care.

The manager had appraised the two team leaders. The appraisals reviewed the performance of staff, what aspects of their role they performed well, and those tasks they needed additional support with. They also enabled staff to identify any additional training they wanted and to discuss career development opportunities. The team leaders had scheduled in dates for the support workers to be appraised and these were to be completed within the next month.

We found the service was now meeting Regulation 23 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which equates to Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.