

Dial House Care Limited

Dial House Home Care

Inspection report

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16 August 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 22 and 26 April 2016.

A breach of legal requirement was found. After the comprehensive inspection, the registered person wrote to us to say what they would do to meet the legal requirement relating to Regulation 18 of the Care Quality Commission (Registration) Regulations 2009. This was to ensure that notifiable incidents relating to people's safety and well-being would be submitted to the Care Quality Commission.

We undertook this unannounced focussed inspection on 16 August 2016. The inspection was carried out by one inspection.

We checked that the registered manager had followed their plan to ensure that the service now met legal requirements. This report only covers our findings in relation to that requirement. You can read the full report from our last comprehensive inspection, by selecting the 'all reports' link for Dial House Home Care on our website at www.cqc.org.uk

Dial House Home Care provides personal care and support to people living in their own homes. At the time of our inspection the service was providing care and support to 85 people. Visits ranged from 15 minutes up to two hours. The frequency of visits consisted of one visit per week to four visits per day, depending on people's individual needs.

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 and associated Regulations about how the service is run.

During this inspection, we found that the provider was now ensuring that notifiable incidents relating to people's safety and well-being were reported to the Care Quality Commission in line with their registration requirements.

While improvements had been made we have not revised the rating for this domain. To improve the rating to 'Good' would require consistent good practice over a longer time period. We will review our rating for well-led at the next comprehensive inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Action had been taken to ensure the service was well-led

Notifiable incidents relating to people's safety and well-being were now being reported to the Care Quality Commission.

We could not improve the rating for well-led 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 ●

Dial House Home 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 an unannounced focused inspection of Dial House Home Care on 16 August 2016.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 22 and 26 April 2016 had been made. The inspector inspected the service against one of the five questions we ask about services: is the service well-led. This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector.

During the inspection we spoke with the registered manager to gain their views on what improvement had been made to achieve compliance.

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, to meet the legal requirements. We also reviewed information we held about the service that included statutory notifications, which the provider is required to send us by law.

Is the service well-led?

Our findings

When we visited Dial House Home Care on 22 and 26 April 2016, we found that several safeguarding alerts had been raised with the local safeguarding team, but they had not been reported to the Care Quality Commission as required.

This was a breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009.

The registered manager submitted an action plan detailing the action they would be taking to ensure that notifiable incidents were reported to the Care Quality Commission (CQC). They told us that the non-reporting of incidents was caused by a lack of awareness of the requirement. The registered manager told us that the deputy manager and all staff working at the service have now been made aware of the procedure to notify CQC of safeguarding incidents.

We saw that an improvement had been made as since the last inspection the registered manager had submitted a safeguarding notification to CQC. To ensure that the improvement would remain sustainable the registered manager had reviewed the service's quality monitoring process. This was to ensure that all notifications were audited and that the correct procedure was being followed.

While an improvement had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require consistent good practice over a longer period of time. We will review our rating for well-led at the next comprehensive inspection.