

Springfields Community Care Ltd

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Inspection report

Springfields
Bridestowe
Okehampton
Devon
EX20 4ER

Tel: 01837861430

Date of inspection visit:
17 August 2017

Date of publication:
12 September 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This announced focused inspection took place on 17 August 2017. The provider was given short notice because the location provides a domiciliary care service and we needed to be sure that someone would be in.

At our previous inspection in April 2016 we found that risk had not been assessed by Springfields Community Care Limited for a person whose care we examined. Their care was shared between two domiciliary care agencies, with Springfields taking the secondary role. The agency taking the primary role had comprehensive risk assessments in place. For example for moving and handling and skin care. The provider had sent us an action plan telling us they would be meeting these requirements by May 2016. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. 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 Springfields Community Care Limited on our website at www.cqc.org.uk. This inspection found improvements had been made by means of a joint service agreement with the primary agency and the sharing of the risk assessments.

Springfields Community Care Limited is registered to provide personal care to people within their own homes. At the time of our inspection there were three people receiving a service.

When we visited 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 2008 and associated Regulations about how the service is run.

Staff were able to demonstrate a good understanding of what constituted abuse and how to report if concerns were raised. Medicines were safely managed on people's behalf.

There were effective recruitment and selection processes in place. Staffing arrangements were flexible in order to meet people's individual needs.

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.

People's risks were managed appropriately to ensure their safety.

People felt safe and staff were able to demonstrate a good understanding of what constituted abuse and how to report if concerns were raised.

Staffing arrangements were flexible in order to meet individual needs.

There were effective recruitment and selection processes in place.

Medicines were safely managed on people's behalf.

Good 

Springfields Community Care Limited

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.

This announced inspection took place on 17 August 2017. The provider was given short notice because the location provides a domiciliary care service and we needed to be sure that someone would be in.

The inspection team consisted of one adult social care inspector.

Prior to the inspection we reviewed the information we held about the service and notifications we had received. A notification is information about important events which the service is required to send us by law.

We spoke with two people receiving a service and three members of staff, which included the registered manager. We reviewed three people's care files, two staff files and a selection of policies, procedures and records relating to the management of the service.

Is the service safe?

Our findings

At our inspection in April 2016 we found that risk had not been assessed by Springfields Community Care Limited for a person whose care we examined. Their care was shared between two domiciliary care agencies, with Springfields taking the secondary role. The agency taking the primary role had comprehensive risk assessments in place. For example for moving and handling and skin care. The registered manager acknowledged they should have their own risk assessments in place or have a service agreement where care is shared with another service. This inspection found improvements had been made by means of a joint service agreement with the primary agency and the sharing of the risk assessments.

Other people's individual risks were identified and risk assessment reviews were carried out in a timely way to keep people safe. For example, risk assessments for falls, moving and handling, skin care and nutrition. Risk management considered people's physical and mental health needs and showed that measures to manage risk were as least restrictive as possible. For example, encouraging people to remain as independent as possible with the use of moving and handling equipment.

People felt safe and supported by staff. Comments included: "I am safe here" and "I feel perfectly safe with the Springfield carers and they are careful to avoid doing anything which would put my safety at risk." Staff responded appropriately to people's needs and interacted respectfully to ensure their human rights were upheld and respected. For example, staff communicated with people in a way they understood in order to meet their needs.

Staff demonstrated an understanding of what might constitute abuse and knew how to report any concerns they might have. For example, staff knew how to report concerns within the organisation and externally such as the local authority, police and to the Care Quality Commission. Staff had received safeguarding training to ensure they had up to date information about the protection of vulnerable people. Staff records confirmed this information.

The management team demonstrated an understanding of their safeguarding roles and responsibilities. They explained the importance of working closely with commissioners, the local authority and relevant health and social care professionals on an on-going basis. There were clear policies for staff to follow. Staff confirmed that they knew about the safeguarding adults' policy and procedure and where to locate it if needed.

Staffing was maintained at safe levels, as confirmed by two people using the service. Staff confirmed that individual needs were met promptly and felt there were sufficient staffing numbers. The management team explained staffing always matched the support funded and staff skill mix was integral to this to suit the person's needs. Where a person's needs changed, staffing was adjusted accordingly. We asked how unforeseen shortfalls in staffing arrangements due to sickness were managed. They explained that regular staff would be arranged to meet the person's needs. In addition, the service had on-call arrangements for staff to contact if concerns were evident during their visits.

There were effective recruitment and selection processes in place. Staff had completed application forms and interviews had been undertaken. In addition, pre-employment checks were done, which included references from previous employers and Disclosure and Barring Service (DBS) checks completed. The DBS helps employers make safer recruitment decisions and helps prevent unsuitable people from working with people who use care and support services.

Two people received staff support when taking their medicines, as part of their care plan. Staff had received medicine training to ensure they were competent to carry out this task. Staff were confident supporting people with their medicines.