

Enterprise Care Support Ltd

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Inspection report

Mitcham Parish Centre
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Website: www.enterprisecaresupport.org.uk

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27 April 2017

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22 May 2017

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 1 November 2016 and we found a breach of regulations. This was because the provider was not displaying the Care Quality Commission performance assessment (known as performance rating) it received on 6 August 2015 which was Requires Improvement, either on its website or at the provider's premises. This meant people who were considering options for using an agency that provides personal care in a domiciliary care setting, might not have been provided with all the information they needed to make an informed choice.

We also found at the November 2016 inspection, concerns that people's medicines administration records were not being completed appropriately by care workers, to confirm people received their medicines as prescribed. Additionally, people told us care workers were often late for calls which meant there were risks their care needs were not fully met. We did not consider the provider had breached legislation but considered improvements could have been made. We therefore rated the service for the outcomes areas of 'Is the service effective' 'Is the service responsive' and 'Is the service well led?' as Requires Improvement. We have not checked whether improvements have been made in these key questions and will do so at our next comprehensive inspection.

We undertook a focused inspection on 27 April 2017 to check the provider now met legal requirements. This inspection was announced and we gave the provider 24 hours' notice as we needed to be sure of access to the providers' offices.

This report only covers our findings in relation to the legal requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Enterprise Care Support on our website at www.cqc.org.uk

Enterprise Care Support Ltd provides personal care to people living in their own homes. At the time of the inspection they provided a service to 50 people who lived mainly in the London Boroughs of Camden, Merton and Lambeth and to people living in Middlesex and Surrey. The provider specialises in providing a service, although not exclusively, to people who speak a range of Asian languages.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

At our focused inspection we saw the provider had included a link on their website to include the CQC last inspection report completed on the 1 November 2016. They had also made a copy of the inspection report available in their office.

The provider had therefore taken adequate steps to meet the legal requirement to display their performance rating.

This has not changed the ratings for the outcomes areas of 'Is the service effective' 'Is the service responsive' and 'Is the service well led?' These will remain as 'Requires Improvement' until the next full comprehensive inspection when the services' rating will be reviewed.

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?

The provider had ensured their performance assessment completed in November 2016 was now available on their website and was on display in their offices, to show they were complying with the law requiring providers to do so.

We have not reviewed our rating of this question as we want to see sustained and maintained improvement in all areas at the service to show that the service is well-led. We will review our rating of this service at our next comprehensive inspection.

Requires Improvement ●

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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 focused announced inspection was undertaken by an inspector on 27 April 2017. We announced this inspection because we wanted to be sure senior staff would be in and needed to be able to access the offices of the provider. We inspected the service against one of the five questions we ask about services; Is it well led?

Before our inspection we checked the provider's website. During our inspection we visited the service's offices and checked to see the provider's last report was on display and available. We spoke with the registered manager.

Is the service well-led?

Our findings

At our last inspection of the service on 1 November 2016 we found the provider was not displaying their performance assessment which rated them as 'Requires Improvement'. The assessment had been completed in August 2015. The registered manager told us they were not aware of their responsibility to display their rating, even though it was a legal requirement to do so.

We were concerned that people who were considering using the service might not have had all the information they required to make an informed decision about using the service.

Prior to our focused inspection we checked the provider's website and saw they had included the rating on the front page of their website. They had also included a link to CQC's website site so people could read the full report if they chose to. At our focused inspection we saw the provider also displayed a copy of the full report in their offices. The registered manager told us they would make the summary copy of the inspection report available to people on request, but had not as a matter of course made it available to people who used, or were interested in using the service.

Whilst the provider has done enough to meet the breach, we were unable to change the rating of the service until other areas of concerns we had identified at our previous inspection have been addressed. We will review the rating of the service at the next comprehensive inspection.