

Danaz Healthcare Limited

Pax Hill Residential Home

EMF Unit

## Inspection report

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15 June 2017

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## 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 05 and 06 April 2016. At this inspection we found that not all of the required information was available in relation to each staff member employed and not all staff were sufficiently competent in English to enable them to communicate effectively with people. This had been a breach of Regulation 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) 2014.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 15 June 2017 to check that they had followed their action plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this legal requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Pax Hill Residential Home EMF Unit' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Pax Hill Residential Home EMF Unit is registered to provide residential care for up to 26 older people who experience dementia. At the time of the inspection there were 16 people living at the service.

The service had a 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 the 15 June 2017, we found that the provider had followed their action plan which they had told us would be completed by the 02 May 2016 and legal requirements had been met.

The provider had taken action to ensure that existing staff recruitment files were complete and that the correct information was requested from any new applicants to ensure people's safety. The registered manager had identified those staff who required support to further develop their English language skills and this was being provided. It will take further time for these changes to become embedded within the service.

## 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 action had been taken to improve the safety of the service.

The provider has taken action to ensure that existing staff recruitment files were complete and that the correct information was requested from any new applicants to ensure people's safety.

Processes were in place to ensure staff were supported where required to develop their English language skills. The provider is now meeting this legal requirement.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

**Requires Improvement** ●

# Pax Hill Residential Home EMF Unit

## **Detailed findings**

### Background to this inspection

We undertook a focused inspection of Pax Hill Residential Home EMF Unit on 15 June 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection of 5 and 6 April 2016 had been made.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During the inspection we spoke with the registered manager and a member of the care staff. We reviewed records which included three staff recruitment files and records relating to the management of the service.

# Is the service safe?

## Our findings

At our comprehensive inspection of Pax Hill Residential Home EMF Unit of 5 and 6 April 2016, we found that not all of the required information was available in relation to each staff member employed and that not all staff were sufficiently competent in English to enable them to communicate effectively with people. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection of 15 June 2017 we found that the provider had followed the action plan they had written to meet the identified shortfalls in relation to the requirements of Regulation 19 described above.

The registered manager told us that since the last inspection they had not needed to recruit any new staff as the number of people accommodated had reduced in light of the refurbishment works currently being completed within the service. Therefore there were no new staff files for us to review. We reviewed existing staff files and found they now contained a full employment history, the provision of suitable references in order to obtain satisfactory evidence of the applicants conduct in their previous employment and a Disclosure and Barring Service (DBS) check. The DBS helps employers make safer recruitment decisions and helps prevent unsuitable people from working with people who use care and support services. We spoke with a member of staff who confirmed that following the last inspection they had been asked to update their recruitment record to ensure it provided a complete record of their previous employment. The provider had updated the recruitment and selection policy which now stated applicants should provide a full employment history. The application form had also been updated and now required applicants to provide their full employment history. The provider had taken action to ensure that existing staff recruitment files were complete and that the correct information was requested from any new applicants to ensure people's safety.

The registered manager told us that earlier in the year they had reviewed the competency of staff's English skills and identified that three of the staff required additional support, which records confirmed. Arrangements had been made for them to be enrolled on a twelve week English language skills course; which they commenced at the beginning of May 2017. A tutor from the local college attended the service weekly and staff were due to undertake an assessment at the end of their course. We spoke with one of these members of staff whom we had also spoken with at the last inspection. There had been a marked improvement in their English language skills and these were now sufficient to enable them to communicate effectively with people who experienced dementia. It will take further time for staff to complete their course and for these changes to become embedded within the service.