

Homecare Solutions Limited

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Inspection report

Salford Innovation Forum
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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Inadequate ●

Is the service effective?

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 the 10 and 17 August 2015. During that inspection we found five breaches of Regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Homecare Solutions Ltd is a domiciliary care agency, which provides personal care to people in their own homes, who require support in order to remain independent. The office is located in Salford Innovation Forum, which provides adequate parking facilities. At the time of our inspection, the service had two clients.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service and has the legal responsibility for meeting the requirements of the law; as does the provider.

As part of this focused inspection we checked to see that improvements had been implemented by the service in order to meet 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 Homecare Solutions Limited on our website at www.cqc.org.uk.

At our last inspection we found that the registered person had not protected people against the risks associated with safeguarding people from abuse and improper treatment. This was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, safeguarding people from abuse and improper treatment. We found the provider was now meeting the requirements of the regulation. All staff had undertaken safeguarding training, which we verified by looking at training records. Policies and procedures adopted by the service provided clear guidance on identifying and reporting safeguarding concerns.

At our last inspection we found that the registered person had not protected people from the risks associated with the safe recruitment of staff. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to the employment of fit and proper persons. We served a warning notice on the service at that time, which required them to become compliant with Regulations by 12 October 2015. We had not visited the service sooner as they did not have any clients at that time. We found the provider was now meeting the requirements of the regulation. We looked at staff personnel files and found that the provider had sought references and undertaken suitable checks before employing new staff. Relevant documentation was now in place in individual personnel files.

During our last inspection we found that staff were not effectively supported to undertake training, learning and development to enable them to fulfil the requirements of their role. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in respect of staffing. During this inspection, we found the provider was meeting the requirements of the regulation. All staff had attended external training in a number of key areas such as basic life support, safeguarding, fire safety,

infection control, Health and Safety and manual handling.

During our last inspection we found that the service were unable to demonstrate clearly how they ensured that they had obtained consent before providing care and support. This was a breach of Regulation 11 of the Health and Social Care Act 2008 (Regulations) 2014, need for consent. During these inspection, the service currently had two clients who had capacity and were able to provide written consent to care provided by the service. The service had introduced documentation, which enabled them to demonstrate that formal and written consent had been obtained.

During our last inspection we found that the provider had not implemented systems to assess, monitor and improve the quality and safety of the services provided in the carrying out of the regulated activity. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in relation to good governance. During this inspection we found that the service was able to demonstrate that they were meeting the requirements of regulation. The service had implemented a system of 'spot checks', which provided the opportunity to monitor the quality of service provision and seek the views and concerns raised by people who used the service. The provider told us that it was they intention to increase their client base and therefore introduce an annual questionnaire.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inadequate ●

We found that action had been taken by the service to ensure people were protected from the risks associated with the safe recruitment of staff.

We found that the service had taken action to ensure people were protected from the risks associated with safeguarding people from abuse and improper treatment.

We could not improve the rating for 'safe' at this time, because to do so required evidence of consistent good practice over time. We also only looked at aspects relating to the breach of regulations, rather than looking at the whole question relating to 'safe.' We will review this during our next planned comprehensive inspection .

Is the service effective?

Requires Improvement ●

We found that action had been taken to ensure that staff received proper development and support.

We found that action had been taken to ensure formal consent had been obtained from people before providing any services.

We could not improve the rating for 'effective' at this time, because to do so required evidence of consistent good practice over time. We also only looked at aspects relating to the breach of regulations, rather than looking at the whole question relating to 'effective.' We will review this during our next planned comprehensive inspection .

Is the service well-led?

Requires Improvement ●

We found the provider was now meeting the requirements of the regulation and had introduced systems to assess, monitor and improve the quality and safety of the services provided.

We could not improve the rating for 'well-led' at this time, because to do so required evidence of consistent good practice over time. We also only looked at aspects relating to the breach of regulations, rather than looking at the whole question relating to 'well-led.' We will review this during our next planned

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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 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 announced focused inspection at Homecare Solutions on the 12 January 2016. We provided notice of the inspection to ensure management were available at their Salford office to facilitate our inspection. This inspection was undertaken to ensure that improvements that were required to meet legal requirements had been implemented by the service following our last inspection on 10 and 17 August 2015.

We inspected the service against three of the five questions we ask about services during an inspection, which were not meeting legal requirements. These included; 'Is the service Safe,' 'Is the service effective' and 'Is the service well-led.'

The inspection was undertaken by one adult social care inspector. Before the inspection, we reviewed all the information we held about the home. We reviewed statutory notifications and safeguarding referrals. At the time of this inspection the service had two clients.

We also reviewed the action taken by the provider following our previous inspection, who wrote to us explaining what action the service had taken to meet legal requirements.

The service was a small family run business involving the registered provider and their partner, who employed one member of staff. During the inspection we spoke with the registered manager. We also looked at staff personnel records, two care files of people who used the service and policies and procedures. We also spoke to a commissioning social worker, who worked with one of the people the service supported.

Is the service safe?

Our findings

At our last inspection we found that the registered person had not protected people against the risk associated with safeguarding people from abuse and improper treatment. On that occasion we spoke to the two members of staff about their knowledge and understanding of protecting vulnerable adults. Both members of staff were able to demonstrate an understanding of the principals of safeguarding people, however both confirmed that they had not received any training in safeguarding, which we verified by looking at their training records. This is a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, safeguarding people from abuse and improper treatment.

During this inspection, we found the provider was now meeting the requirements of the regulation. All staff had undertaken safeguarding training, which we verified by looking at training records. Policies and procedures adopted by the service provided clear guidance on identifying and reporting safeguarding concerns.

While reviewing personnel recruitment files during our last inspection, we found that the service did not have robust recruitment procedures in place. We found that personnel files did not evidence relevant recruitment material and failed to demonstrate that suitable checks had not been undertaken by the service. Without robust recruitment procedures people may be put at risk of harm. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to the employment of fit and proper persons. We served a warning notice on the service, which required them to become compliant with Regulations by 12 October 2015. We had not visited the service sooner as they did not have any clients at that time.

During this inspection we found the provider was now meeting the requirements of the regulation. We looked at staff personnel files and found that the provider had sought references and undertaken suitable checks before employing new staff. Relevant documentation was now in place in individual personnel files.

Is the service effective?

Our findings

During our last inspection we found that staff were not effectively supported to undertake training, learning and development to enable them to fulfil the requirements of their role. This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in respect of staffing. We found that staff had not undertaken any induction training as part of an induction programme to the service and only limited on-line training had been sourced.

During this inspection, we found the provider was now meeting the requirements of the regulation. All staff had attended external training in a number of key areas such as basic life support, safeguarding, fire safety, infection control, Health and Safety and manual handling. The registered person had also introduced a system of 'spot checks' and supervision that were undertaken with staff.

During our last inspection we found the service were unable to demonstrate clearly how they ensured that they had obtained consent before providing care and support. This was a breach of Regulation 11 of the Health and Social Care Act 2008 (Regulations) 2014, need for consent.

During this inspection, the service currently had two clients who had capacity and were able to provide written consent to care provided by the service. The service had introduced documentation, which enabled them to demonstrate that formal and written consent had been obtained. We spoke to a social worker of one of the people that used the service. They said that the person who used the service was demanding and that the service had developed a good working relationship with that person. They had no concerns around the issue of consent.

Is the service well-led?

Our findings

During our last inspection we found that the provider had not implemented systems to assess, monitor and improve the quality and safety of services provided in the carrying out of the regulated activity. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in relation to good governance.

During this inspection we found that the service was able to demonstrate that they were meeting the requirements of regulations. The service had implemented a system of 'spot checks', which provided the opportunity to monitor the quality of service provision and seek the views and concerns raised by people who used the service. The provider told us that it was their intention to increase their client base and therefore introduce an annual questionnaire. Staff now received supervision, where training requirements were considered. Both personnel and care files had been updated and reviewed.