

# Tooting Neighbourhood Centre NTA - Tooting Neighbourhood Centre Home Care

## Inspection report

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11 August 2016

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 19 January 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to staffing.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirements in relation to the breaches found. 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 'NTA - Tooting Neighbourhood Centre Home Care' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Tooting Neighbourhood Centre Home Care provides personal care for people in their own homes, the majority within the London borough of Wandsworth. At the time of our inspection, there were 49 people receiving personal care from the service.

There was a registered manager at the service. 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 previous inspection we found that where people were being supported with their medicines, care records did not contain accurate information about the medicines which had been prompted or administered. We also found that staff files were not always complete, for example some references were not always present and Disclosure and Barring Service (DBS) checks were not carried out in line with the providers own policy. At this inspection, we found that improvements had been made in both areas.

The provider had audited all the staff files, identified those with missing records and had taken action to ensure these were up to date. New medicine administration records had been introduced to help ensure that care workers accurately recorded the medicines that people were supported with during each visit.

## 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.

Work had begun to audit all the staff files and where gaps were found in recruitment records, the provider had taken action to ensure these were followed up.

The provider had introduced new medicine administration record (MAR) sheets to clearly record the medicines that people had been supported with.

We could not improve the rating for safe 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** ●

# NTA - Tooting Neighbourhood Centre Home Care

## **Detailed findings**

### Background to this inspection

We undertook this announced focused inspection on 11 August 2016. The provider was given 48 hours' notice because the location provides a domiciliary care service; we needed to be sure that someone would be in.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our inspection on 19 January 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting some legal requirements.

The inspection was undertaken by a single inspector.

During our inspection we spoke with the registered manager, the operations assistant, the quality assurance assistant and an assistant manager. We also looked at seven staff files and other records including audit files and exemplar medicine administration record (MAR) sheets.

# Is the service safe?

## Our findings

At our previous inspection which took place on 19 January 2016, we found that although there were staff recruitment checks in place, the provider was not always following its own policies with respect to recruitment checks and carrying out ongoing criminal record checks which helped to ensure that staff had been vetted appropriately and were suitable to support people. Some of the staff files we saw were not complete. For example, there were missing interview notes, criminal records checks or missing references from a previous employer.

We also found that where staff were supporting people to take their medicines, the records that care workers completed did not provide a clear audit trail of support people received with their medicines.

At this inspection we found that improvements had been made.

The registered manager told us that since the previous inspection, they had recruited staff to some new posts within the management team. This included an operations assistant who was responsible for auditing and ongoing monitoring of all the staff files in order to identify which files were incomplete. We spoke with this person who explained they had started to split the staff files into two separate files. The first, a separate recruitment folder containing records relating to recruitment checks such as contracts, application forms, proof of identity and address, references and Disclosure and Barring Service (DBS) checks. A second folder was in place for training records and supervision. They said this allowed them to be audited more clearly.

The provider had gone through the records of all 26 current care workers and had flagged up those that had missing records. 18 out of the 26 care workers had DBS checks that were over three years old or were working with a DBS from a previous employer and therefore not in line with the providers own policy of DBS checks. Applications had been made to ensure these were now current and the provider was waiting to receive the outcome of these. Other records such as missing references had been chased up by the provider.

The provider also had a system in place for monitoring the recruitment of new staff to ensure any new care workers had complete records in place before they started employment.

The provider had also introduced a new medicine administration record (MAR) sheet for care workers to complete when they supported people with medicines. They had also amended their risk assessment forms to clearly record the support people required with their medicines. The registered manager told us they had not started to implement the new MAR sheet as they were finalising the finished version, after which they would train care workers on how to complete these accurately in all future visits.

Although we found that serious concerns had been addressed, work was still in progress and sufficient time had not passed to assure us that these improvements could be sustained. Therefore we have been unable to change the rating for this question. A further inspection will be planned to check if improvements have been sustained.