

Progress Pathways Limited

Mandalay

Inspection report

Mandalay
The Street
Marham
Norfolk
PE33 9HP

Tel: 01760444175
Website: www.progresspathways.co.uk

Date of inspection visit:
26 June 2017

Date of publication:
06 September 2017

Ratings

Overall rating for this service	Good ●
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 12 and 13 July 2016. A breach of the legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. 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.

The service remains rated as Good overall. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Mandalay on our website at www.cqc.org.uk.

Mandalay provides accommodation and support to a maximum of seven people who are living with a learning disability. The home provides residential care. We focused this inspection on the recruitment checks of staff employed to work at the home. At the time of this inspection, the home 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 and associated Regulations about how the service is run.

At the previous comprehensive inspection, the registered manager had not ensured that all the required checks had been undertaken, to ensure that staff working at the home were suitable to do so, before they started employment.

At this inspection, we saw that there were effective systems in place since our last visit. The registered manager ensured that all the required checks had been undertaken before staff started working at the home.

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 registered manager ensured that the required checks to ensure staff were suitable to work at the home, had been undertaken.

Inspected but not rated

Mandalay

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.

We undertook an unannounced focused inspection of Mandalay on 26 June 2017.

The inspection was undertaken by one inspector. During our visit we spoke to the registered manager. We focussed this inspection on the recruitment records of staff working at the home.

Is the service safe?

Our findings

At our previous inspection in July 2016, we found that not all the required checks to ensure staff were suitable to work at the home, had been undertaken before they started to provide people with support. This had resulted in a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) 2014. At this inspection we found that the required improvements had been made and therefore, the provider was no longer in breach of this regulation.

We reviewed three recruitment records of staff who had been employed since our last inspection. We found that all the required checks to ensure their suitability to work at the home had been undertaken before they started their employment. This included references from previous employers, a Disclosure and Barring Service (DBS) check (DBS checks are carried out to make sure that the person has no criminal convictions which would make them unsuitable to work in a care role) and checks of the staff member's identification. We spoke to the registered manager about what changes to their procedures had been undertaken since our last inspection. They told us that they now ensured that all checks, including DBS checks, were received before staff employment commenced and we found that this was the case.