

Stroud Care Services Limited

Highfield House

Inspection report

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13 January 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 18, 19 and 25 August 2016. At this inspection we found that the provider and registered manager had not always ensured project workers were of good character before they started to work at Highfield House. This was a breach of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 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 13 January 2017 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 this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Highfield House' on our website at www.cqc.org.uk

Highfield House is a residential home for seven people living with learning disabilities or an autistic spectrum condition.

The home has 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 our focused inspection on the 13 January 2017, we found that the provider had followed their plan and the legal requirements had been met.

People were supported by project workers who had been through a comprehensive recruitment process before they started working at Highfield House. Records relating to the recruitment of new project workers showed relevant checks had been completed before they worked unsupervised at 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?

People were supported by project workers who had been through a comprehensive recruitment process before they started working at Highfield House.

This meant that the provider was now meeting legal requirements.

As improvements have been made and effectively embedded since our last inspection we have revised the rating for this key question from 'requires improvement' to 'Good'.

Good ●

Highfield House

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 service was 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 a focused inspection of Highfield House on 13 January 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 25 August 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 legal requirements in relation to that question.

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.

The inspection was undertaken by one inspector and was unannounced. We visited the providers head office, where all their staff training and recruitment information was stored. We spoke with the registered manager and looked at staff recruitment records.

Is the service safe?

Our findings

At our last inspection in August 2016 we found that the provider and registered manager did not always ensure project workers were of good character before they started working with people in Highfield House. This was a breach of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We issued the provider and former registered manager with a requirement notice regarding the relevant breaches. At this inspection we found action had been taken and the provider had now met this regulation.

People were supported by project workers who had been through a comprehensive recruitment process before they started working at Highfield House. Records relating to the recruitment of new project workers showed relevant checks had been completed before they worked unsupervised at the service. These included employment references and disclosure and barring checks (criminal record checks) to ensure staff were of good character. Since our last inspection the provider and registered manager had implemented a recruitment checklist. This checklist was used by the registered manager to ensure all relevant checks and references had been sought for project workers before they commenced employment. Manager's signed to say they were happy for the project worker to start work.