

First Choice Care Limited

Medway House

Inspection report

62 Medway Gardens
Wembley
Middlesex
HA0 2RJ

Tel: 02083851438

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14 February 2017

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Ratings

Overall rating for this service	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of Medway House on 8 and 14 January 2016 at which a breach of legal requirements was found. This was because the provider had not provided regulatory notifications to CQC in relation to incidents that the home had reported to the police. After this inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to this breach.

On 14 February 2017 we undertook a focused inspection to check that they had taken action in order to meet legal requirements.

This report only covers our findings in relation to the well led topic area. You can read the report of our last comprehensive inspection, by selecting the 'all reports' link for Medway House on our website at www.cqc.org.uk.

At our last inspection in January 2016 we rated the home good in the four topic areas safe, effective, caring and responsive and good as the overall rating. The home was rated requires improvement in the well led topic area.

Medway House is a care home situated in North Wembley and is registered to provide accommodation and personal care to six adults who have mental health needs. At the time of our inspection there were five people living at the home.

The home has a registered manager. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements of the Health and Social Care Act and associated Regulations about how the service is run.

At our focused inspection on 14 February 2017, we found that the provider had taken action to ensure that legal requirements were met. Regulatory notifications had been submitted to CQC and we saw that these corresponded with the records maintained at the home.

During this inspection we also looked at the quality assurance processes in place at Medway House. We found that there were regular checks of systems and practices. A satisfaction survey of people living at the home showed that people had few concerns about their support. Actions had been taken to address issues arising from the home's quality assurance monitoring.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well led. The provider had submitted regulatory notifications to CQC.

Regular quality assurance monitoring took place. Actions had been identified and put in place to address any identified concerns.

Medway 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 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.

The inspection took place on 14 February 2017 and was unannounced.

This inspection was carried out by one inspector. At the time of our inspection there were five people living at the home

Before our inspection we reviewed information that we held about the service. This included reports and notifications that had been provided by the service and the local authority.

During our inspection we spoke with the deputy manager the provider, a support worker and one person who lived at the home. We looked at records in relation to incidents and notifications and other information regarding the management of the service.

Is the service well-led?

Our findings

At our inspection on 8 and 14 January 2016 we found that there were shortcomings in relation to the provision of regulatory notifications to CQC. The provider had failed to notify CQC about incidents that had been reported to the police in relation to a person who had failed to return home.

This was a breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009.

At our focused inspection on 14 February 2017 we found that the provider had taken actions to meet the requirements of the regulation.

Prior to this inspection we reviewed the notifications that we had received from the Medway House. During our inspection we saw that these corresponded with incident records maintained at the home. We discussed a recent notification with the provider and deputy manager and noted that appropriate actions had been put in place leading to a positive outcome.

During this inspection we also looked at records relating to quality assurance monitoring at the home. We saw that audits of records and procedures took place every two months. The most recent record dated 6 January 2017 showed that a wide range of monitoring took place, covering, for example, care plans and risk assessments, reviews, medicines, people's monies, health and safety and infection control. Where actions were required these were identified and recorded in the subsequent audit where they had taken place. For example, we saw that a new washing machine had been obtained following a previous audit. The most recent audit had identified a need for epilepsy awareness training and the deputy manager told us that this was planned.

People's medicines and monies were audited by managers on a weekly basis. Procedures were also in place to ensure that checks of these took place daily during the shift handover between outgoing and incoming staff members.

People's views were obtained through an annual satisfaction survey. The most recent had taken place in October 2016 and this showed positive responses. This survey had been evaluated and ideas for improving the support provided to people at the home had been discussed at monthly residents meetings. We also saw that quality assurance issues were a regular discussion topic at monthly staff meetings.