

AK Care Ltd

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Inspection report

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25 October 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of AK Care Services Limited on 4 August 2016. We found two breaches of legal requirements and sent the provider and registered manager two warning notices. We send warning notices to a registered person where the quality of the care they are responsible for falls below what is legally required. Legal requirements can include the Health and Social Care Act 2008 ('the Act') and the regulations made under it, but also other legislation that registered persons are legally obliged to comply with in delivering the service.

The registered provider and the registered manager did fail to review risk assessments and did not put robust risk management plans in place to mitigate such risks from happening in the future. This was a breach of regulation 12(1)(2)(a)(b) of the Health and Social Care (HSCA) 2008 (Regulated Activities) Regulations 2014. We asked the registered provider and registered manager to comply with this breach by 20 September 2016.

The registered provider and the registered manager did not provide appropriate training, professional development, supervision and appraisal to enable persons employed to carry out their duties they are employed to perform. This was a breach of regulations 18(2)(a) of the HSCA 2008 (Regulated Activities) Regulations 2014. We asked the registered provider and registered manager to comply with this breach by 30 September 2016.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches by 30 September 2016.

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. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for AK Care Services Limited on our website at www.cqc.org.uk.

AK Care Services Limited is a small domiciliary care agency providing personal care to six people living in their own homes. The agency also provides live-in support. The agency has currently six care workers employed. The agency refers to care workers as personal assistants.

The agency has a manager registered with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the HSCA 2008 and associated Regulations about how the service is run.

We found that since our comprehensive inspection the registered provider had reviewed all risk assessments and put robust risk management plans in place to ensure risks to people who used the service were minimised.

Since our comprehensive inspection the registered provider ensured that personal assistants had received one supervision and annual appraisal and outstanding training was provided. This ensured that personal assistants received the support and had the necessary skill to support people in their 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?

We found that action had been taken to improve safety to people by reviewing their risk assessments and providing risk management plans to minimise these risks.

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 ●

Is the service effective?

We found that action had been taken to improve the effectiveness to people by ensuring personal assistants received refresher training and were supported through supervisions and appraisals.

We could not improve the rating for effective 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 ●

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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 of AK Care Services Limited on 25 October 2016. 24 hours' notice of the inspection was given because the service is small and the manager is often out of the office supporting staff or providing care. We needed to be sure that they would be in.

This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 4 August 2016 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and effective. This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with the registered manager.

We looked at five risk assessments and care records for people who used the service and five training and supervision records for personal assistants.

Is the service safe?

Our findings

On our comprehensive inspection on 4 August 2016 we found that the service did not provide robust risk assessments and risk management plans for people who used the service. This did not ensure people who used the service received safe care and risks to them were not mitigated and minimised.

During our focused inspection on 25 October 2016 we viewed risk assessments for five people who used the service. We found that the service had reviewed all risk assessments since our comprehensive inspection and had put into place robust plans in how to best manage these risks. We saw that this was done together with the people who used service or their representatives and risk management plans had been signed to demonstrate that people who used the service agreed with the plan. This showed us that that the service ensured that risks to people were assessed and action was taken where there was a need to minimise or mitigate the risk to people who used the service.

Is the service effective?

Our findings

At our comprehensive inspection on 4 August 2016 we found that personal assistants were not provided with regular one to one supervisions or annual appraisals. We also found that personal assistants did not receive refresher training in safeguarding, manual handling or medicines administrations. This did not ensure that people who used the service received care from suitably skilled and suitably supported personal assistants.

During this focused inspection on 25 October 2016 we found that all staff had a one to one supervision during which training needs had been discussed and an annual appraisal during which personal development had been discussed. Personal assistants were supported to source and contact external training providers for suitable training.

Personal assistants were also offered and provided with a range of role specific training such as safeguarding people, medicines administration, food hygiene, epilepsy and manual handling. This ensured that personal assistants had now the necessary skill and knowledge to effectively support people who used the service in their home. The registered manager had also told us that the service had liaised with an external training provider to continue to provide training to personal assistants and ensure that skills and knowledge of personal assistants were maintained and updated as and when required.