

County Home Care Services Limited

Radis Community Care (Gloucester)

Inspection report

Unit 4
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Tel: 01452305628

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21 March 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 an announced comprehensive inspection of this service on 23 June 2016. At this inspection we found people did not always have the information they needed regarding their care. Quality Assurance Systems were not always effectively used. This was a breach of regulation 17 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 21 March 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 'Radis Community Care (Gloucester)' on our website at www.cqc.org.uk.

Radis Community Care (Gloucester) is a domiciliary care service which provides personal care and support to people of all ages with physical needs as well as people who have learning disabilities, mental health problems and sensory impairments. The service provides care and support to people who live in their own homes. The level and amount of support people need is determined by their own personal needs. We only inspected parts of the service which supported people with the regulated activity of personal care. At the time of our inspection there were approximately 120 people receiving support with their personal care. The service had recently taken on services from another care provider shortly before the inspection, and was welcoming and supporting a number of new clients and staff into the service.

The service did not have a registered manager. There was an acting manager in place and recruitment was underway for a new manager. The acting manager was being supported by a regional manager to maintain the day to day management of 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 and associated Regulations about how the service is run.

At our focused inspection on the 21 March 2017, we found that the provider had followed their plan and the legal requirements had been met.

People and their relatives were now receiving the information they needed regarding their care. The manager was able to demonstrate how this was provided to people and relatives in a format and manner they wanted. The manager and regional manager had developed systems to monitor the quality of the service. At the time of our inspection, the manager and regional manager were undertaking a considerable amount of work and support to welcome and support a number of new clients and staff to 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 well-led?

Good ●

The service was now well led.

People and their relatives were now receiving the information they needed regarding their care. The manager was able to demonstrate how this was provided to people and relatives in a format and manner they wanted.

The manager and regional manager were undertaking a considerable amount of work and support to welcome and support a number of new clients and staff to the service.

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'.

Radis Community Care (Gloucester)

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 Radis Community Care (Gloucester) on 21 March 2017. This inspection was carried out to see if the service were meeting the legal requirements after our comprehensive inspection on 23 June 2016. We inspected the service against one of the five questions we ask about services: is the service well led. 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 service, 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 announced. We gave the provider 48 hours' notice of our inspection as they may be out assisting people with their personal care. We spoke with the manager and a regional manager. We reviewed documents in relation to the management of the service.

Is the service well-led?

Our findings

At our last inspection in June 2016 we found people did not always have the information they needed regarding their care. Quality Assurance Systems were not always effectively used. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We issued the service with a requirement notice regarding the relevant breaches. At this inspection we found action had been taken and the service had now met this regulation.

People and their relatives received information they required regarding their or their relative's care. The manager showed us that information regarding people's care visits and the care staff that were assisting them was sent out to people alongside the care staff rotas. Where people had specific requirements these were being met. For example, one person's relative liked to receive the rotas every couple of days. The manager showed us evidence of how they met this request. The manager told us, "People are pleased that they are now getting a rota."

The manager had systems in place to monitor the quality of service people received. They operated a management oversight document which identified when people had been consulted about their care, when people's care needs needed to be reviewed and when staff had received formal supervisions (one to one meetings with their line manager) and also care staff spot checks. This system enabled the manager to address any concerns and ensure that staff were competent and people's care records were current and contemporaneous. The manager informed us that there had been some people's files which required reviewing; however this had been slightly delayed due to significant changes within the service. There was a clear plan to ensure people's records were maintained.

People's complaints and compliments were acknowledged and acted upon. The manager and regional manager used any complaints to drive improvements within the service. Lessons which had been learnt were shared with care staff to ensure that these concerns were not repeated. Concerns were often discussed at staff meetings and a clear plan of action was implemented.

The manager used call monitoring systems to identify any issues in relation to late or missed call times. The manager demonstrated how they used the system to identify any concerns. For example, they showed us how they had made changes to a care rota to ensure care staff received enough travel time to attend people's visits at a time they expected.

The service worked with other organisations to meet the care needs of people living in the area. Following the closure of another care agency in Gloucestershire, Radis had agreed to take on a number of care staff and people from this service. The regional manager and manager had a clear plan in place on how to manage this change to ensure people were not inconvenienced and their care needs were continuously met. There were clear plans in place regarding how the transfer was being managed and when actions needed to be completed.

The manager had provided the new care staff and people transferring to their service with information

regarding the changes. For example, people and their relatives had received letters which explained the changes and staff had received letters detailing the changes and welcoming them to Radis. All new staff were being invited to meetings where a presentation was provide about the vision and values of Radis.