

Gill Healthcare Limited

Gill Care Services

Inspection report

392 Colne Road
Burnley
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Tel: 01282787800

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30 September 2020

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28 October 2020

Ratings

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

Summary of findings

Overall summary

About the service

Gill Care Services is a domiciliary care agency providing personal care to people in their own homes. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of inspection, 12 people were receiving regulated activity.

People's experience of using this service and what we found

During the inspection, we had concerns about the recruitment processes for all of the staff members' files we considered. In two of the seven files, the concerns were at a level where the registered manager said they would suspend the members of staff preventing them from working with people. This was so that further investigations could take place to ensure people were safe. In other cases, the registered manager undertook to complete enquiries such as speaking to previous employers in health and social care and establishing staff members' full work history. As a result of these concerns, the provider is in breach of the regulations. Details of this can be seen in the 'Safe' section of this report.

Rating at last inspection

The last rating for this service was Good (published 17 October 2019).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about safe recruitment of staff. A decision was made for us to inspect and examine those risks.

At the previous inspection, we made a recommendation the provider improve its recruitment processes to ensure people were safe.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question. We found no evidence during this inspection that people were at risk of harm from these concerns.

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

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection.

We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We identified one breach in relation to the recruitment of new staff.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question Requires Improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Gill Care Services

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of a specific concern we had about safe recruitment of staff. We will assess all of the key question at the next comprehensive inspection of the service.

Inspection team

This inspection was undertaken by an inspector and an assistant inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 30 September 2020 and ended on 30 September 2020. We visited the office location on 30 September 2020.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and spoke with one relative of a person who used the service.

We had also requested information from the provider prior to the inspection and this information was used as part of the inspection plan.

The provider was not asked to complete a provider information return prior to this inspection. This is

information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We spoke with the registered manager and a relative and considered seven staff recruitment files.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as Requires Improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Gill Care Services. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Whilst the provider had a recruitment procedure this was found to be unsafe and ineffective.
- We considered seven staff files and noted issues in every case with how staff had been recruited. Sometimes staff had not provided their full work history and insufficient checks had been made with previous employers in health and social care. In one case, a certificate from the Data Barring Service (DBS) was out of date and had been relied on by the provider as evidence the staff member was safe to work with vulnerable people. DBS helps employers make safer recruitment decisions by processing and issuing checks and whether individuals should be barred from engaging in regulated activity.

We found no evidence that people had been harmed however this series of recruitment issues is a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The registered manager took immediate steps to suspend two staff members from their duties until sufficient checks could be made. In another case, a staff member was prevented from working alone.

The provider also responded immediately during and after the inspection to these concerns. After the inspection, they confirmed in writing the actions required to ensure staff were safely recruited.

- A relative said enough staff were available to provide care to safely meet people's needs. They also said their family member felt comfortable with staff.
- Staffing rotas supported there were sufficient staff to care and support people effectively.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	Regulation 19 HSCA RA Regulations 2014 Fit and proper persons employed Insufficient checks had been made to ensure staff had been safely employed