

Best Care 4 U Ltd

Best Care 4 U Stanmore

Inspection report

Devonshire House
582 Honeypot Lane
Stanmore
Middlesex
HA7 1JS

Tel: 02033022909
Website: www.bestcare4u.co.uk

Date of inspection visit:
25 January 2017

Date of publication:
17 February 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 4 May 2016 and found a breach of one legal regulation. This breach was in respect of risk assessments and medicines management. We found some important risks to people were not being identified and documented which could place people at risk of receiving support that was not appropriate or unsafe. We also found during that inspection that the service did not have effective arrangements for the management of medicines.

We undertook a focused inspection on the 25 January 2017 to check whether the service had made improvements and to confirm that they now met legal requirements. We inspected the safe domain only at this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Best Care 4 U Stanmore' on our website at www.cqc.org.uk.

Best Care 4 U Stanmore is a domiciliary care agency registered to provide personal care to people in their own homes. The agency provides live-in and visiting personal care support to elderly people in North London. At the time of the inspection the service provided care for 30 people.

There was a registered manager in post at the time of our inspection. 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 in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At this focused inspection on 25 January 2017, the service demonstrated that they had taken sufficient action and they met the legal requirements.

We found that risk assessments were now comprehensive and included more detail and reflected potential risks to people. We also found that the service now had appropriate arrangements in place in respect of medicines. We found that Medicines Administration Records (MARs) were completed and had no unexplained gaps. Further, since the last inspection the service had introduced a medicines audit to assess and monitor medicines management.

During the inspection on 25 January 2017 the service demonstrated they were able to meet Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Consequently the service is now rated as "Good" under safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

This inspection focused on the breach of regulation in respect of risk assessments and medicines management. We found that risk assessments had improved since our inspection in May 2016. The service had reviewed all their risk assessments and had taken sufficient action to improve this area. We also found that the service now had appropriate arrangements in place in respect of medicines.

The rating for this question is now 'good' from 'requires improvement'.

Best Care 4 U Stanmore

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Best Care 4 U Stanmore on 25 January 2017. This inspection was completed to check that improvements to meet legal requirements in relation to the breach of regulation had been made in respect of risk assessments and medicines management in May 2016.

The inspection was undertaken by one inspector.

During the inspection we spoke with the provider, registered manager and assistant care manager. We also reviewed records relating to people's care and the management of the service.

Is the service safe?

Our findings

During the inspection on the 4 May 2016, we found that the assessment of risks to the health and safety of people using the service was not being carried out appropriately. Some risks were not being identified for people and their specific needs which meant risks were not being managed effectively and this could put people at risk of harm. We also found that there were some gaps in Medicines Administration Records (MARs) where the service had administered medicines but had not recorded this appropriately on the MARs. We also found that the service did not have an effective medicines audit in place to identify these gaps. The above was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The purpose of this focused inspection on 25 January 2017 was to check what action had been taken since the inspection in May 2016. During the focused inspection we found the service had taken steps to meet the regulation and address our concerns in relation to risk assessments and medicines management.

The previous inspection in May 2016 found that that some risk assessments contained limited information and some areas of potential risks to people had not been identified and included. We also found that there was limited information about the safe practice and risks associated with using equipment and appropriate moving and handling techniques required by staff. The service explained that since the last inspection they had reviewed all people's risk assessments to ensure that potential risks had been identified and we saw evidence of this during the inspection. Care plans now included a comprehensive risk assessment which included information about potential risks associated with people's home environment and their overall health. We also found that risk assessments also included guidance for staff in respect of these potential risks to ensure that precautions were taken to ensure people were safe.

The inspection in May 2016 found there were some gaps in Medicines Administration Records (MARs) where the service had administered medicines but had not recorded this appropriately on the MARs. We also found that the service did not have an effective medicines audit in place to identify these gaps.

During the inspection in January 2017 the service explained that all care support staff had received a refresher internal one to one training session with the assistant care manager in respect of completing MARs. They also explained that all people's care plans now included a document which provided clear instructions about completing MARs and we saw evidence of this. During the inspection we found that MARs were completed and had no unexplained gaps. Further, since the last inspection the service had introduced a medicines audit to assess and monitor medicines management. We found that these had been completed monthly.

During this inspection we found that the service had systems in place to assess and monitor the quality and safety of the services provided, to mitigate risks to the health, safety and welfare of people using the service, and to ensure that records relating to service users were accurate and complete. The service demonstrated that they had taken sufficient action.