

Nash Healthcare Ltd

# Nash Healthcare Ltd

## Inspection report

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Nash Healthcare Ltd is a domiciliary care service providing personal care to people living in their own homes. At the time of our inspection 9 people were receiving personal care provided by the service.

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

The provider and the manager had taken steps to improve the service and ensure people were supported by suitable staff recruited using robust procedures. All the requirements of the warning notice had been met.

### Rating at last inspection and update:

The last rating for this service was requires improvement (published 30 October 2020) when there were multiple breaches of regulation.

Following our last inspection, we served a warning notice on the registered provider. We required them to be compliant with Regulation 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 9 November 2020.

### Why we inspected

This was a targeted inspection based on the warning notice we served on the registered provider following our last inspection. 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 undertook this targeted inspection to check they had met legal requirements. This report only covers our findings in relation to staff recruitment practices. The overall rating for the service has not changed following this targeted inspection and remains requires improvement. This is because we have not assessed all areas of the key questions.

### 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**

# Nash Healthcare Ltd

## Detailed findings

### Background to this inspection

#### The 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.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 19 (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

#### Inspection team

The inspection was carried out by one inspector.

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 prior notice of the inspection. This was because we needed to be sure that the registered manager would be available to support the inspection.

#### Service and Service Type

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

#### What we did before inspection

We reviewed information we had received about the service since the last inspection and used this to plan our inspection.

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 the registered manager and examined records relating to the recruitment of staff.

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 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.

The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served. We will assess all of the key question at the next inspection of the service.

### Staffing and recruitment

- At our previous inspections we found appropriate recruitment checks had not always been completed on staff, before they delivered people's care. This put people at risk of receiving care from those who may not be suitable to work with vulnerable people. This was a breach of regulation 19 (Fit and proper persons employed) of the Health and Social Care Act (Regulated Activities) Regulations 2014.
- We found improvements to staff recruitment procedures and found the warning notice had been met.
- We looked at files for three applicants in the process of being recruited to work at the service.
- Two of the applicants had previously worked in social care with vulnerable adults and relevant checks had been made on their conduct and reasons for leaving previous such employment. The provider was following their staff recruitment policy and procedure in respect of these and other required checks.
- The recruitment process was robust and this was demonstrated in a decision not to employ an applicant who may have been unsuitable for the role