

Evelyn Weston

# Care Promise

## Inspection report

Shellam Lodge  
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18 January 2017

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

This inspection visit took place on 18 January 2017. This was an unannounced inspection, which meant that the staff and provider did not know that we would be visiting. This was a follow up focussed inspection to look at issues we found on our visit to Care Promise on 6 September 2016.

Care Promise provides personal care to people who wish to remain independent in their own home across the Durham area. The service could be provided to people with a wide range of needs covering; learning disabilities or autistic spectrum disorder, older people, physical disability, sensory impairment or younger adults. At the time of our inspection there was one person using the service.

When we visited the service on the 6 September 2016 we found that the provider could not demonstrate that fire risk assessments had been completed to ensure people's health and safety.

We issued a requirement notice to the registered manager to send us a report (action plan), within 28 days, to explain how they intended to mitigate the risks in relation to health and safety and fire safety and address the breach of regulations. The registered manager sent this report to us promptly and we were satisfied with how they intended to address the issues we found.

There was a registered manager in post. 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 2008 and associated Regulations about how the service is run.

On this visit we spoke with the registered manager. They explained the checks they carried out to ensure fire risks were considered and reduced. We saw improvements the service had made around fire risk assessments.

During the inspection we also saw improvements had been implemented by the registered manager in recording quality assurance checks, including monitoring fire safety on an on-going basis.

## 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 

The service was safe.

Risk assessments were in place which were detailed and person centred

People using the service told us they felt safe and staff had discussed fire safety arrangements with them.

Staff told us they understood how to respond to fire risks and we saw that this was checked by the provider through training, supervision and spot checks.

# Care Promise

## 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, and to review a breach of Regulation 12 in relation to assessing risks to health and safety that we found on our visit to the service on 6 September 2016.

This inspection took place on 18 January 2017 and was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service to people in their own homes. We gave them notice to ensure someone would be at the office at the time of our inspection. This was a focused follow up inspection to look at issues with found on our visit to Care Promise on 6 September 2016.

The inspection was carried out by one adult social care inspector.

Before the inspection we checked the information that we held about Care Promise. For example we looked at safeguarding notifications and complaints. In the 12 months prior to this inspection no notifications or complaints had been received. Care Promise is a very small service and the registered manager confirmed that there had been no events that should have been reported to the Care Quality Commission.

During the inspection we met with the registered manager. The service only employed two members of care staff, other than the registered manager, and delivered personal care to one person. We spoke to one staff member and the person who used the service. We reviewed fire risk assessments, training records and supervision records in relation to fire safety and quality assurance checks.

We contacted professionals involved in supporting the people who used the service, including a commissioner and Healthwatch. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England.

# Is the service safe?

## Our findings

We previously visited the service on 6 September and carried out a comprehensive rating inspection. We found that fire risks had not been appropriately assessed. We found that the service had a clear policy and procedure outlining how health and safety and fire risks should be assessed but that these arrangements were not in place for a person being supported who would require special evacuation arrangements. This meant that the provider could not demonstrate that fire risks had been considered and reduced.

Following the comprehensive inspection of 6 September 2016 we issued a requirement notice to the registered manager to send us an action plan, within 28 days, on how they intended to mitigate the risks identified and address the breach in managing health and safety and fire risks. The registered manager sent this report to us promptly and we were satisfied with how they intended to address the issues we found.

On this focussed inspection we spoke with the registered manager. They showed us that fire risk assessments had been implemented, these were very detailed assessments that looked at; escape routes, fire risks, evacuation risks, fire warning systems and ensuring staff have relevant fire training updated on an annual basis. The risk assessment also included a plan of the person's home which identified fire risks and exits.

We visited the person receiving the service and saw that they held a copy of their care file, which included an up to date copy of their fire risk assessment. This person told us "yes, I feel safe." and that staff had discussed fire safety with them. They also said they felt safe because they always knew who was coming to visit them and that the service was "very good." This person told us that staff had discussed the content of their care file with them and they were happy with the explanations given.

We looked at spot checks, which had been completed on a minimum of a monthly basis, and saw that these included regular monitoring of how well the staff were meeting the needs of the person they were providing support to. Feedback on these checks was that all needs, including those in relation to fire safety, were being met and the service was "good."

We saw that there was a new staff member working for the service. We saw that this person had been recruited safely, had an induction that included fire safety and had shadowed other staff so that they understood how to respond to fire risks for the person who was using the service.

We saw from looking at staff supervisions that the registered manager had carried out discussions with staff to ensure they were knowledgeable about risk assessments in place and had relevant training, such as health and safety and fire safety training. We also saw that certificates for these training courses were held on the staff members files. All the records we reviewed were clear, detailed and completed to a high standard