

New Hope Specialist Care Ltd

# New Hope Care Coventry

## Inspection report

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Date of inspection visit:  
23 January 2017

Date of publication:  
28 February 2017

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 17 November 2016. Breaches of the legal requirements were found. One of the breaches was because the provider's recruitment process had not always been followed to ensure staff were checked thoroughly before they started to work for the service. This meant they breached Regulation 19 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Fit and proper persons employed).

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

Since the comprehensive inspection we received further information alleging that staff had started working for the organisation before the relevant suitability checks had been carried out. We also received concerns that there were not enough staff to support people's calls safely. We undertook a focused inspection to look into these concerns.

This report only covers our findings in relation to this topic. At the time of our visit, the service supported 23 people and employed eight care staff.

We found the provider had carried out appropriate checks on staff who worked for the service. The provider told us some staff had left the service since our comprehensive inspection. New staff had been recruited but they had not yet started to work for the service because the provider was waiting for their references and clearances to be returned.

We found the provider had voluntarily agreed not to accept any new people funded by the local authority, and had not started working with any new privately funded people to ensure there were enough staff to meet people's needs.

People and staff we spoke with told us staff arrived at their homes at the expected time and stayed the agreed length of time to undertake their care tasks. Staff told us they had enough time to travel between care calls and they did not feel rushed when undertaking care.

Some of the people we spoke with felt there had been an improvement since our last inspection.

We found the provider was working to improve the service and in line with the set of actions they sent us after our comprehensive inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'New Hope Care Coventry' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

The service is not consistently safe.

Staff recruitment processes had started to improve, and there were enough staff to support people's safety. We did not check the other areas which had breached the regulations during our last visit. This was because the provider was still working through the action plan they sent to us to improve the service, and we had not received any updated information of concern in relation to these areas.

**Requires Improvement** ●

# New Hope Care Coventry

## **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 a focused inspection. It was planned because we had received concerns that the provider's recruitment practice was not supporting people's safety, and there were not enough staff to meet people's needs.

This inspection took place on 23 January 2017 and was unannounced. The inspection was undertaken by two inspectors.

During this inspection we looked at recruitment files and call schedules. We spoke with the provider and the new office administrator. We looked at the list of people who received care from New Hope and asked to speak with six of the 23 people who received care. We spoke with these people by phone. We also spoke by phone with four of the eight staff who were providing care at the time of our visit.

# Is the service safe?

## Our findings

At our last comprehensive inspection in November 2016 the provider was in breach of Regulation 19 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Fit and proper persons employed). The provider wrote to us to tell us how they were going to meet this regulation.

Since our comprehensive inspection we received information which alleged people were being supported by newly employed staff who had not had clearance checks to ensure they were suitable to work with people. We were also told there were not enough staff to attend the care calls on time and to stay for the length of time expected.

The provider told us since our inspection they had experienced staffing difficulties as a few staff had left the service or handed in their notice. They told us they had covered the care calls but it had been a challenging time. They were adamant that nobody was working in the service who had not gone through the appropriate checks for suitability.

We checked how many staff were working for the service. Most were not new to New Hope Specialist Care. They had either been working in the Coventry office at the time of our comprehensive inspection, or in the organisation's Solihull office before it closed. We spoke with one member of staff from Solihull. They confirmed they had worked for New Hope Specialist Care since 2015 and had started working in the Coventry service two weeks prior to our visit.

One member of staff, who had been recruited from another domiciliary care provider, had just started their induction to the service. They were providing care calls but worked alongside other staff. They were not working on their own.

We saw seven new staff applications in process. These staff had not started working for the organisation because the recruitment checks had not been completed. This meant the provider was ensuring proper recruitment checks were in place before prospective staff started working for the organisation.

We checked whether there were enough staff employed to meet people's needs. The provider told us they had agreed to a voluntary placement stop with Coventry local authority (they had stopped taking on any new people paid by the local authority). They also said they had not started to support any new privately funded people. They told us this was because they wanted to make sure they had enough staff with the skills and knowledge to meet people's needs.

We asked to see a sample of call schedules. We could see by looking at these that enough time was provided between calls to support staff to travel from one person's home to another. This was confirmed by people and staff. One person told us, "They do come at the time expected, I'm never left waiting for ages." They went on to say, "They do everything by the book, they won't go until I have everything I need, they've pulled themselves up." Another told us that whilst there were different people attending calls when they first started using the service, they were now getting staff they were familiar with. They went on to say, "They

usually come within 15 minutes and the staff stay the right amount of time. They do what is asked."

One person and one relative told us they had recently experienced improvement in the service. One person told us there was a time when staff did not attend calls but they went on to say this was some time ago. The relative told us they had been very unhappy with the service and had spoken with the provider about this. They told us they had recently seen some improvement. Their relation was supported with care calls four times a day. They told us staff arrived on time, stayed the expected time and did what they needed to do. One person told us they had never had problems with the service and one relative said they were unhappy with the management of the service but the care worker who supported their relation came at the time expected.

Staff felt the service had started to improve. One care worker told us they were able to get to care calls on time, and now they visited people they were familiar with. They said they thought the service to people had improved since the New Year. Another said there had been problems with staffing but, "Now it's okay. It is better." All staff confirmed there were enough staff to meet people's needs and could attend calls at the time expected of them.

At our last visit we judged 'Safe' as 'requires improvement'. At this visit the provider demonstrated they were working to improve the service. Improvements were on-going and the provider told us they hoped to have implemented all their improvements by March 2017.