

Ramnarain Sham

# Hazelwood House

## Inspection report

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### Ratings

Overall rating for this service

Good



Is the service safe?

Good



### Overall summary

We carried out an unannounced comprehensive inspection of this service on 18 June 2015 at which one breach of legal requirements was found. The registered provider did not ensure that appropriate checks were carried out on care workers to ensure people who used the service were protected from staff unsuitable to work with vulnerable adults.

After the comprehensive inspection, the registered provider contacted us on 2 September 2015 advising us that actions had been taken to meet legal requirements in relation to the breach.

We undertook a focused inspection on the 17 September 2015 to check that the registered provider had met all legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hazelwood House on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Hazelwood House provides accommodation and care for a maximum of up to 15 older people some of whom have dementia and mental health needs.

At our focused inspection on the 17 September 2015, we found that the provider had followed their plan and legal requirements had been met.

The home has a registered manager. 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 and associated Regulations about how the service is run.

The provider ensured that appropriate employment checks were carried out to ensure only staff suitable to work with vulnerable adults were employed.

# Summary of findings

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

We always ask the following five questions of services.

### **Is the service safe?**

We found that action had been taken to improve the safety to people who used the service. The provider ensured care staff were recruited appropriately and safely.

This meant that the provider was now meeting legal requirements.

**Good**



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## 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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook a focused inspection of Hazelwood House on 17 September 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 8 June 2015 had been made.

We inspected the service against one of the five questions we ask about services: is the service safe. This was because the service was not meeting legal requirements in relation to these questions.

The inspection was undertaken by one inspector.

Before our inspection we reviewed the information we held about the home.

At the visit to the home we spoke with two people who lived there, the registered manager and the operations manager.

# Is the service safe?

## Our findings

At our comprehensive inspection of Hazelwood House on 8 June 2015 we had concerns that the provider was not always adhering to their recruitment policy and we found some staff did not have an up to date criminal record check or two valid references.

This was a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 regulation 19 (3) (a).

At our focused inspection 17 September 2015 we found that the provider had addressed the shortfalls in relation to the requirements of Regulation 19 (3) (a) as described above.

We looked at recruitment records for eleven staff; these included senior care workers, health care assistants and deputy manager. Records viewed also included of newly appointed and longstanding staff.

We saw in all records viewed that the provider had obtained appropriate recruitment checks, which included proof of identification, right to work in the UK, proof of address, two references and criminal record checks. We saw that criminal record checks for two newly appointed care workers had been applied for; however the Disclosure and Barring Service had not returned the completed enhanced criminal records check. We looked at the rota and saw that the care workers in question did not work unsupervised and appropriate references were obtained. This ensured that the provider only employed staff suitable to work with vulnerable adults.