

Frendy Integrated Services Ltd

FHS24 Nursing+Care Agency

Inspection report

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10 April 2019

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

About the service:

FHS24 Nursing + Care Agency is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community. It provides a service to, older and younger disabled adults including people on the autistic spectrum. The agency also provides unregulated services such as care staff to nursing and care homes and support in the community for people who do not require personal care.

At the time of the inspection, the service was providing care and support to four people living in their own homes and three of them were under supported living arrangements. This was so that they could live in their own home as independently as possible. People using the service required up to 24-hour support from staff due to their disabilities or needs.

People's experience of using this service:

People were still not being supported by staff who had been safely recruited in line with current legislation and the provider's policies. Staff recruitment records continued to not have complete employment histories with gaps in employment that had not been checked by the provider. There continued to be inconsistencies between references checked and declared employment histories. Systems were still not fully in place to monitor the recruitment of staff with positive criminal checks.

There had been improvements. Most staff had police checks prior to starting work. Systems were in place to prevent staff who did not have permission to work in this country from working illegally.

Rating at last inspection:

We carried out a comprehensive inspection of FHS24 Nursing + Care Agency on 2 and 4 October 2018. At the October 2018 inspection, the service was rated requires improvement overall. 'Safe' was rated requires improvement. This rating will not change because it was only a warning notice follow up inspection. You can read the report from our last comprehensive inspection, by selecting the 'All reports' link for 'FHS24 Nursing + Care Agency' on our website at www.cqc.org.uk

Why we inspected:

Following the October 2019 inspection, we served a Warning Notice for a breach of Regulation 19 of the Health and Social Care Act 2008, Fit and Proper Persons Employed.

We undertook a focused inspection on 10 April 2019 to check the provider was meeting the legal requirements for the regulation they had breached that resulted in them being served a Warning Notice. This focused inspection was to ensure the provider had taken sufficient action to ensure people were

protected from unsuitable staff working with them. This report only covers our findings in relation to these areas.

Enforcement:

The service continued to be in breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Fit and Proper Persons Employed. The provider has not met the requirements of the Warning Notice and a further check on this will be made.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

Follow up:

We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, we may inspect sooner.

For more details, please see the full report which is on the CQC website at 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 was not always safe

Details are in our Safe findings below.

Requires Improvement 

FHS24 Nursing+Care Agency

Detailed findings

Background to this inspection

The inspection:

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) 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 Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Following our inspection on 2 and 4 October 2018, we served a Warning Notice for a breach in Regulation 19 of the Health and Social Care Act 2008, Fit and Proper Person Employed. We undertook a focused inspection of FHS24 Nursing + Care Agency on 10 April 2019.

During this inspection, we checked that the improvements required by the provider after our comprehensive inspection had been made in relation to Regulation 19.

Inspection team:

The inspection was undertaken by one inspector. The inspection involved inspecting the service against one of the five questions we ask about services which was, 'Is the service safe.'

Service and service type:

FHS24 Nursing + Care Agency is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community and live in carers when required. It provides a service to, older and younger disabled adults including people on the autistic spectrum. The agency also provides unregulated services such as care staff to nursing and care homes and support in the community for people who do not require personal care.

People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living or care in people's own homes; this inspection looked at people's personal care and support.

Not everyone using FHS24 Nursing and Care Agency receives a regulated activity; CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene

and eating. Where they do we also consider any wider social care provided.

The care service for people with learning disabilities has been developed and designed in line with the values that underpin the Registering the Right Support and other best practice guidance. "These values include choice, promotion of independence and inclusion. People with learning disabilities and autism using the service can live as ordinary a life as any citizen." Registering the Right Support CQC policy.

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. The registered manager was also one of the directors.

Notice of inspection:

We gave the service 24 hours' notice of the inspection visit because it is small, and the registered manager is often out of the office. We needed to be sure that they would be in.

Inspection site visit activity started on 10 April 2019 and ended on 10 April 2019. We visited the office location on 10 April 2019 to see the registered manager and managing director. The inspection focussed on the recruitment systems and records in relation to the warning notice.

What we did:

Prior to the inspection we looked at any information we held in relation to the warning notice. We also liaised with the local authority and a member of staff from the United Kingdom Border Agency.

During the inspection, we looked at seven staff files and followed up concerns we had from previous inspections. We spoke with the registered manager and managing director. We looked at systems they had in place for managing recruitment of new staff and their policies and procedures.

Following the inspection, we spoke with the local authority to share our concerns in relation to recruitment.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

Some aspects of the service were not always safe and there was limited assurance about safety. There was an increased risk that people could be harmed. Regulations may or may not have been met.

Staffing and recruitment

At the last inspection of this service on 2 and 4 October 2018 we found a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. There were no recruitment systems in place to make sure staff were safe to work with vulnerable adults. This included some staff not having police checks and references in place prior to starting work. Employment checks were not always in line with legislation or the provider's own policies.

During this inspection, although some improvements were found, employment checks were still not completed in line with legislation or the provider's own policy. The provider had failed to meet the requirements of a warning notice we had served.

- Some improvements were found. For example, staff who had concerns identified by police checks had risk assessments in place to mitigate risks to people. However, the management still did not have systems in place to monitor which staff had positive police checks which required risk assessments. The registered manager was unaware of two risk assessments which had been completed by other staff. During the inspection the managing director created a new monitoring tool to improve this.
- People were not always protected from unsuitable staff working with them because references were not always in line with staff employment histories. Five staff had discrepancies between the references and their employment history.
- Systems were not in place to make sure staff had full employment histories prior to starting work. This was not in line with current legislation or the provider's policy to keep people safe. The registered manager told us they thought the requirement was currently only ten years employment history not a full one. During the inspection one member of staff came in to complete their incomplete employment history.
- Two staff had gaps in their employment history which had not been explored by the management. This meant the management had not completed recruitment in line with current legislation nor their own policies.
- The provider had recently developed links with external providers to provide additional scrutiny to recruitment. However, the provider had failed to make sure this was in place within the timeframe set within the warning notice.

The lack of robust recruitment of staff meant people were still at risk of receiving care from unsuitable staff. This was a continued breach of Regulation 19 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- Checks were now in place to make sure staff were able to legally work in this country. The provider could demonstrate an example of where they had ceased the recruitment of a potential member of staff and appropriately liaised with the United Kingdom Border Agency.

This section is primarily information for the provider

Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Personal care	Regulation 19 HSCA RA Regulations 2014 Fit and proper persons employed The provider had failed to recruit new staff in line with current regulations to keep people safe.

The enforcement action we took:

We have kept open a warning notice we served to the provider to make improvements in line with the regulations and will check on this again shortly.