

Star Nursing & Care Services Limited

Star Nursing and Care Services

Inspection report

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28 April 2016

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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 10 February 2016 at which breaches of legal requirement were found. We found that people who used the service were not always protected against the risk of unsafe care and treatment because risk specific to their needs had not been identified, assessed with appropriate guidance to mitigate these risks; people's medicines were not managed safely; appropriate systems were not in place to assess and monitor the quality of the service provided and staff did not receive adequate supervision and support.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Star Nursing and Care Services on our website at www.cqc.org.uk.

We took an enforcement action by serving a warning notice on the provider in respect of more serious breaches with regards to appropriate risk assessments not being in place and the unsafe management of medicines. We required the provider to become compliant with Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 24 March 2016.

We carried out this announced focused inspection of the service on 28 April 2016 to check that the requirements of the regulations had been met in response to the warning notice we served. This report only covers our findings in relation to the follow-up on the warning notice we served in respect of not having appropriate risk assessments in place and the unsafe management of medicines.

The provider sent us an action plan on to tell us how and when they would be compliant with other breaches we found at the 10 February 2016 inspection. These breaches related to Regulation 17, Good governance and Regulation 18, Staffing, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These breaches will be followed-up at our next comprehensive inspection of the service.

There was a registered manager in post. However, they were not actively involved in the day-to-day management and delivery of the service. 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.

At this inspection we found that the provider had addressed most of the issues we raised in the warning notice. However, our rating of the key question "Is the service safe" has not been changed from 'Required improvement' because we found other breaches under this key question. Also the systems and processes that had been implemented have not been operational for a sufficient amount of time for us to be sure that the service is providing consistent and sustained good practice. We will follow these up at our next comprehensive inspection.

We found that the provider had put systems in place to assess risk specific to people's needs. However these

risk assessments did not include detailed information or provide adequate guidance for staff on how people should be supported to manage these risks. These risk assessments required improvement. People's known allergies, medical diagnosis and details of healthcare professionals involved in their care were included in their care plan. There were systems in place to manage medicines safely including all staff completing medicines training.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Action had been taken by the provider to ensure that risks to people had been identified, assessed and with appropriate guidance to prevent or reduce the likelihood of the risks occurring.

However these risk assessments did not include detailed information or provide adequate guidance for staff on how people should be supported to manage these risks.

People's records included their allergies, medical conditions and the details of healthcare professionals involved in their care delivery.

People's medicines were managed safely. Staff had completed medicines training to ensure they had appropriate skills and knowledge to support people to manage their medicines safely.

Requires Improvement 

Star Nursing and Care Services

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 checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This focused inspection took place on 28 April 2016 and was announced. We gave the service 24 hours' notice of the inspection because it is small and the manager may be out of the office and we needed to be sure that they would be in. The inspection was conducted to check if improvements had been made following the enforcement action we took by serving the provider a warning notice in response to the breach of Regulations 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 at our comprehensive inspection on 10 February 2016. We inspected the service against one of the five key questions we ask about services, 'Is the service safe?' This was because the service was not meeting legal requirements in relation to this question which resulted to CQC taking enforcement action.

Before our inspection we reviewed information we held about the service including notifications received from the provider. A notification is information about important events that the provider is required to send us by law.

The inspection was undertaken by one inspector. During the inspection we spoke with the operations manager and a care worker. We reviewed two people's care records and other records relating to the management of the service. We did not speak to anyone using the service or their relatives.

Is the service safe?

Our findings

At our inspection on 10 February 2016 we found a breach of regulations because risks to people had not been identified, assessed and action had not been taken to prevent or reduce the likelihood of the risks occurring. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014.

We took enforcement action by serving a warning notice on the provider requiring them to become compliant with the regulation by 24 March 2016. We carried out this announced inspection on 28 April 2016 to check that the improvements required in the warning notice had been implemented.

There were two people using the service at the time of our inspection. We found that the provider had put systems in place to ensure risks to people were identified, assessed and appropriate action had been taken to minimise the risk. Both individual's had new risk assessment documentation in place which covered areas such as moving and handling, nutrition and hydration, skin integrity, medicines and the use of bedrails. The risk assessments included guidance for staff to follow to ensure that the identified risks were prevented or minimised. Staff were aware of the support they needed to provide to manage risks for people in their care. For example, one care worker told us to maintain skin integrity, they ensured the person's skin was kept dry and they checked the their skin regularly to ensure the skin was intact; if not, they would report any concerns to the person's relatives and to the provider's office to ensure appropriate support was put in place for them.

One person required specific support with nutrition and staff were aware of actions to take to ensure the person's nutritional needs were met safely. There was also risk assessment in place for a person who used bedrails to ensure their safety in bed. People's records included information on their medical diagnosis, allergies and health professionals involved in their care delivery and staff we spoke with knew of the healthcare professionals involved in people's care delivery. Although the provider had taken action to ensure that appropriate documentation was in place to identify and assess risks to people using the service, the information in these risk assessments required improvement. For example the moving and handling risk identified for one person did not give specific guidance on how this could be carried out safely, other than stating staff should receive training and listing the equipment that was to be used.

People's medicines were managed safely. Only one person using the service needed to be supported to take their medicines as prescribed by healthcare professionals. The person's records included the list of current medicines they were taking. Information about the location of the person's medicines were included in their care plan to ensure that staff were aware and to provide appropriate care and support where required. Medicines risk assessments were in place where people were supported to take their medicines and to ensure that identified risks were managed safely.

All care workers had completed medicines training and their competency had been assessed to ensure that they had appropriate skills and knowledge to support people manage their medicines safely.