

New Hope Specialist Care Ltd

# New Hope Care Hereford

## Inspection report

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Date of inspection visit:  
25 August 2017

Date of publication:  
27 September 2017

## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 8 March 2017. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the pre-employment checks completed on prospective staff to ensure they were suitable and safe to work with people.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for New Hope Care Hereford on our website at [www.cqc.org.uk](http://www.cqc.org.uk)"

This inspection took place on 25 August 2017 and was announced.

New Hope Care Hereford is registered to provide personal care to people living in their own homes. There were 20 people using the service on the day of our inspection.

A registered manager was in post and present during our inspection. 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.

The provider completed consistent pre-employment checks on prospective staff to ensure they were suitable and safe to care for people in their own homes.

## 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 consistently Safe.

We found action had been taken to improve the consistency of pre-employment checks on new staff. The provider had completed consistent pre-employment checks on prospective staff to confirm their suitability to provide personal care to people in their own homes. We could not improve the rating for Safe from Requires Improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires Improvement** ●

# New Hope Care Hereford

## **Detailed findings**

### Background to this inspection

We undertook an announced focused inspection of New Hope Care Hereford on 25 August 2017. This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our 8 March 2017 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspection team consisted of one inspector.

We gave the provider 48 hours' notice of our intention to undertake an inspection. This was because the provider delivers a domiciliary care service to people in their own homes, and we needed to be sure that someone would be available in the office.

As part of our inspection, we looked at the information we held about the service, including the statutory notifications the registered manager had sent us. A statutory notification is information about important events which the provider is required to send to us by law. We also contacted the local authority and Healthwatch for their views about the service.

During our inspection visit, we spoke with the registered manager and the provider's training and compliance officer. We also looked at nine staff recruitment records.

## Is the service safe?

### Our findings

At the last inspection on 8 March 2017, we found that the provider had not carried out consistent pre-employment checks on prospective staff to confirm their suitability to work with the people who used the service. The provider's recruitment policy stated they obtained two satisfactory employment references and an enhanced Disclosure and Barring Service (DBS) check for all prospective staff. The DBS helps employers make safer recruitment decisions. However, the provider had allowed a number of staff to start work without completing the relevant checks on their suitability. This was a breach of regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we found the provider was now meeting the requirements of Regulation 19. We saw consistent pre-employment checks, including employment references and an enhanced DBS check, were now being completed on all prospective staff.