

Angel Homecare Services Limited

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Inspection report

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Tel: 01242252975

Date of inspection visit:
17 January 2017

Date of publication:
06 February 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

This was an announced inspection which took place on the 17 January 2017. Angel Homecare provides personal care to older people with a sensory or physical disability and people living with dementia in their own homes in Gloucestershire. Angel Homecare was providing personal care to 28 people at the time of our inspection.

There was a registered manager in post. 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.

We carried out an announced comprehensive inspection of this service on 23 February 2016. 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 breach.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements in relation to a breach of regulation 17. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Angel Homecare Services Ltd on our website at www.cqc.org.uk

At the comprehensive inspection of this service on 23 February 2016 a breach of legal requirements was found. After this comprehensive inspection, we asked the provider to take action to:

- ensure there was an accurate, complete and contemporaneous record in respect of each person in relation to their medicines.

At this inspection we found action had been taken to make sure each person had a record of medication which clearly detailed the medicines they were currently taking. Any changes or alterations to the medicines they were prescribed were promptly reported to the office and their record of medication was updated to reflect this. Additional safeguards had been introduced such as staff checking people's prescribed medicines weekly with the record of medication.

The provider had displayed the rating for this service on their website.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

We found action had been taken to ensure the service was safe. People's medicines were being safely administered and managed. Any changes to the administration of people's medicines were dealt with promptly.

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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 an announced focused inspection of Angel Homecare on 17 January 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 23 February 2016 had been made. The team 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 was undertaken by one inspector and was announced. We gave the service notice of the inspection because it is small and the manager is often out of the office supporting staff or providing care. We needed to be sure they were in. Prior to the inspection we reviewed information we have about the service including notifications. A notification is a report about important events which the service is required to send us by law.

As part of this inspection we spoke with the registered manager and reviewed the care records for five people who needed help and support with the administration and management of their medicines.

Is the service safe?

Our findings

At our inspection of 23 February 2016 we found a complete and contemporaneous record had not been kept in respect of people's medicines. Although a medicines administration record was in place, an up to date list of the medicines being taken by people had not been provided. This potentially put people at risk of receiving inappropriate care and support. The provider sent us an action plan telling us how they would address these issues.

At our focused inspection on 17 January 2017 we found the provider had taken action to address these issues. People's record of medication listed the medicines people had been prescribed. These had mostly been provided in blister packs (Nomads) where all tablets people took at any one time were packaged together for ease of dispensing. Directions on the record of medication were clear and detail was given when needed about the maximum dosage for medicines to be given when needed or when staff needed to gain permission from the on call manager to give a medicine. Staff had signed medicine administration records to confirm medicines had been given.

People's medicines were safely managed when there were changes or alterations to their prescribed medicines. The registered manager said staff checked people's medicines each week and if there were any changes they reported these to the office. Records of medication confirmed these records were being updated to reflect any changes. Staff, if able, also took photographs of the pharmacy label and blister packs which provided an additional safeguard for staff administering medicines. The registered manager said the care reviewing officer also checked people's medicine records when they reviewed their care with them ensuring robust management of people's medicines. They also said people who did not currently need help with their medicines provided a list of any medicines they took in case their needs should change.