

Broomfield Care Ltd

Broomfield Care Ltd

Inspection report

Suite 1, The Business Centre
Innsworth Technology Park, Innsworth Lane
Gloucester
Gloucestershire
GL3 1DL

Tel: 01452730888

Date of inspection visit:
21 March 2017

Date of publication:
05 April 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

Say when the inspection took place and whether the inspection was announced or unannounced. Where relevant, describe any breaches of legal requirements at your last inspection, and if so whether improvements have been made to meet the relevant requirement(s).

Provide a brief overview of the service (e.g. Type of care provided, size, facilities, number of people using it, whether there is or should be a registered manager etc).

N.B. If there is or should be a registered manager include this statement to describe what a registered manager is:

'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.'

Give a summary of your findings for the service, highlighting what the service does well and drawing attention to areas where improvements could be made. Where a breach of regulation has been identified, summarise, in plain English, how the provider was not meeting the requirements of the law and state 'You can see what action we told the provider to take at the back of the full version of the report.' Please note that the summary section will be used to populate the CQC website. Providers will be asked to share this section with the people who use their service and the staff that work at there.

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 ●

The service was good.

People were protected against the risk of being cared for by unsuitable staff because improvements had been made to staff recruitment procedures.

Broomfield Care Ltd

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.

This inspection took place on 21 March 2017 and was announced. We gave the service notice of the inspection because the registered manager is often out of the office providing support to people and staff. We needed to be sure that they would be in. Our inspection was carried out by one inspector. We carried out the inspection to check if a breach of regulations found at our previous inspection had been met. We visited the provider's office and spoke with the registered manager, the deputy manager and the business manager. We examined documents relating to the recruitment of staff.

Is the service safe?

Our findings

At our inspection of 29 January 2016 we found people were placed at risk of being cared for by unsuitable staff because robust recruitment procedures were not being applied. Four members of staff had been employed without checks on their conduct during all of their previous employment or verification of their reasons for leaving previous employment which involved caring for vulnerable adults. Information about conduct in previous employment for two members of staff had been received although it was not from persons in a suitable position to give such information. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider wrote to us and told us the improvements they were going to make to staff recruitment procedures. They told us these would be completed by 1 April 2016.

People using the service were now protected by robust staff recruitment procedures. At this inspection we found the provider had followed their action plan to make improvements to staff recruitment procedures. This included amendments to the application form and a system for matching references against employment history. We examined four staff recruitment files. These showed that where applicants had previously worked with vulnerable adults or children, information had been obtained about the applicant's conduct in these roles as well as verification of their reasons for leaving. The provider also ensured that information about an applicant's conduct was given only by a person in a suitable position to do so such as a manager. The system used for matching references against employment history was particularly effective where applicants had several previous posts working with vulnerable adults or children.

Disclosure and barring service (DBS) checks had been carried out. DBS checks are a way that a provider can make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. Where there were gaps in employment these were identified and discussed with the applicant. Identity and health checks had also been undertaken before staff started work.