

# Porthaven Care Homes No 2 Limited

# Thirlestaine Park Care Home

## Inspection report

Humphris Place  
Off Sandford Road  
Cheltenham  
Gloucestershire  
GL53 7GA

Date of inspection visit:  
10 April 2017

Date of publication:  
09 June 2017

## Ratings

Overall rating for this service

Good ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

This was an announced inspection which took place on the 10 April 2017. Thirlestaine Park Care Home is a care home for up to 63 people.

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 undertook this focused inspection on 10 April 2017 to check that they had followed their plan and to confirm that they now met legal requirements in relation to a breach of Regulation 19. This report only covers our findings in relation to these issues. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Thirlestaine Park Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At the unannounced comprehensive inspection of this service on 8 and 9 October 2015 a breach of a legal requirement was found. After this comprehensive inspection, we asked the provider to take action to make improvements to the recruitment and selection processes for new staff. We found that staff recruitment processes had improved to a degree but further improvements were needed.

We have made a recommendation about staff recruitment processes.

## 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 fully safe.

Further improvements were needed to strengthen staff recruitment processes.

**Requires Improvement** ●

# Thirlestaine Park Care Home

## **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 focused announced inspection on 10 April 2017 was carried out to check that improvements to meet legal requirements planned by the provider after our 8 and 9 October 2015 inspection had been made. We announced the inspection because we wanted to meet with the registered manager to discuss staff recruitment and they had previously been on leave. One inspector 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 some legal requirements.

As part of this inspection we examined documents relating to the recruitment of six members of staff. We also spoke with the registered manager and the regional manager.

## Is the service safe?

### Our findings

At our inspection of 8 and 9 October 2015 we found people were placed at risk of being cared for by unsuitable staff because robust recruitment procedures were not applied. Four members of staff had been employed without checks of their conduct and verification of reasons for leaving all of their previous employment which involved caring for vulnerable adults. Information had been received about one staff member's conduct from a person who did not hold a management post. Therefore they would not have been in a position to provide satisfactory information about the applicant's conduct. The registered provider's recruitment procedures did not reflect the regulations relating to employment checks for staff working with vulnerable adults.

We found that the registered person was not operating effective recruitment procedures because they did not ensure all the information specified in Schedule 3 of the Health and Social Care Act (Regulated Activities) Regulations 2014 was available. The provider sent us an action plan telling us how they would address these issues.

At our focused inspection on 10 April 2017 we examined documentation relating to the recruitment of six members of staff. All of the applicants had previously worked in settings providing care and support to people. With three applicants, information had not been sought relating to their conduct in some previous posts in health and social care. Consequently the reasons for leaving former employment in these posts in health and social care had not been verified with their previous employer. The provider's procedure was to obtain two satisfactory references and as a result of this approach information had not been obtained from other previous employers where applicants had worked in health and social care. An example of this was where two references had been obtained for one applicant both from the same previous place of work although no information had been sought from another previous employment in a hospital. The provider's recruitment policy and procedures had not been updated to reflect regulatory requirements. Where information had been obtained about previous relevant employment this was from appropriate sources such as applicant's previous managers or those with management responsibility to provide the information. This was an improvement on the previous inspection where information had been received about one staff member's conduct in previous employment solely from a person who did not hold a management post. Following our visit the regional manager provided us with information about of the further checks being made on previous employment for the three applicants. However as these applicants had already been employed this information would not have contributed to the recruitment process. We have not been able to determine if these improvements have been fully embedded and sustained.

We recommend that the provider, seek advice from an appropriate source, to have a system in place which ensures robust recruitment checks are always completed.