

Sonia Heway Care Agency Ltd

# Sonia Heway Care Agency Ltd

## Inspection report

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05 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 22 and 23 October 2015 at which breaches of legal requirements were found. We found arrangements for the safe management of medicines were not robust. Potential risks to people were not always identified and risk management plans were not put in place to reduce the risk. Incidents that took place at people's home were not followed up with GP or any other healthcare professional. Staff were not supported through supervision in line with the provider's policy. The care plans were task oriented and not person centred on each person's individual needs and there was no guidance for staff about how to deliver specific aspects of care. The service had inadequate systems to monitor the quality of the service.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Sonia Heway Care Agency Ltd' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We took enforcement action and served warning notices on the provider in respect of more serious breaches requiring them to become compliant with Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 11 December 2015.

We undertook this focused inspection on the 5 April 2016 to check that they had complied with this regulation.

This report only covers our findings in relation to the follow up on the breaches for the safe management of medicines and risk management. We have asked the provider to send us an action plan telling us how and when they will become compliant with the other breaches. These breaches will be followed up at our next comprehensive inspection of the service.

Sonia Heway Care Agency Ltd provides personal care for people in their homes. There were five people receiving personal care at the time of our inspection visit.

A registered manager was 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.

At our focused inspection on the 5 April 2016, we found that action had been taken to improve safety. The provider had arrangements in place to manage and report on the accidents and incidents. The provider had stopped the administration of medicines to the people who used the service in response to the warning notice. However, staff were involved in the prompting of medicines and application of creams to people when they were not suitably trained to do so. This required improvement.

We also found the provider completed risk assessments for every person who used the service. The risk

management plans were up to date with brief guidance for staff to reduce risks. However, the guidance on the updated risk assessment was not detailed and a new member of staff would not benefit from the information about the correct equipment to use and a step by step process and this required improvement.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Some aspects of the service were not safe.

We found that action had been taken to improve safety. The provider had arrangements to manage and report accidents and incidents. The provider had stopped the administration of medicines to people who used the service in response to the warning notice. However, staff were involved in the prompting of medicines and application of creams to people when they were not suitably trained to do so. This required improvement.

The provider completed risk assessments for every person who used the service. The risk management plans were up to date with brief guidance for staff to reduce risks. However, the guidance on the updated risk assessment was not detailed and a new member of staff would not benefit from the information about the correct equipment to use and a step by step process and this required improvement.

**Requires Improvement** 

# Sonia Heway Care Agency 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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Before the inspection we looked at all the information we held about the service.

We undertook a focused inspection of Sonia Heway Care Agency Ltd on 05 April 2016 and was announced. The provider was given 24 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in. The inspection team comprised of a pharmacy specialist and one inspector.

This inspection was completed to check if improvements had been made to meet the legal requirements for one of the breaches to regulations we found after our comprehensive inspection on 22 and 23 October 2015. We inspected the service against one of the five questions we ask about the services: is the service safe. This is because the service was not meeting legal requirements in relation to this question.

During the inspection we looked at five people's care records, four staff training records and records related to the management of the service for example, accidents and incidents, communication logs, quality assurance records, and medicines policy and procedures. We spoke with the registered manager, the office manager; two staff and we visited two people in their homes and spoke with people and their relatives about their experiences of using the service.

# Is the service safe?

## Our findings

At our inspection on 22 and 23 October 2015, we found that potential risks to people were not always identified and risk management plans were not put in place to reduce risk. Incidents that took place at people's home were not followed up with GP or any other healthcare professional. People were not always protected against the risks associated with medicines because the provider did not have arrangements for the safe management of medicines.

This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We took enforcement action and served a warning notice on the provider requiring them to become compliant with the regulation by 11 December 2015.

We undertook this announced inspection on 05 April 2016 to check that the improvements required following our enforcement action had been implemented.

People and their relatives told us they felt safe using the service and well supported by staff. One relative told us, "Medicines are home delivered, I administer medicines daily to my husband, and staff apply cream to my husband."

We found that the provider completed risk assessments for every person who used the service. These included moving and handling, risk of falls, and when people presented behaviour that challenge. We reviewed five care plans which were up to date. They contained brief guidance on how staff should manage risks. For example, staff were familiar with people's needs and aware of how to move people safely, and were trained in the necessary techniques. Staff told us training programmes were useful and enabled them deliver the care and support people needed. However the guidance on the updated risk assessment was not detailed and a new member of staff would not benefit from the information about the correct equipment to use and a step by step process and this required improvement. We will check on this at our next inspection.

The provider held monthly staff meetings, where staff shared learning and good practice so they understood what was expected of them when delivering safe care to people. The office manager carried out monthly spot checks to ensure people received safe care.

The provider had arrangements to manage and report accidents and incidents. Staff were aware of reporting any accidents or incidents that occur at people's homes. For example, one staff member told us how they would respond and minimise risks to people who used the service, and whom they would notify such as their manager or a healthcare professional. The registered manager told us no incidents had taken place since our inspection in October 2015. Incidents records and daily care logs we looked at confirmed this.

The provider had stopped the administration of medicines to people who used the service in response to

the warning notice we served. Although staff were involved in the prompting of medicines and the application of creams to clients when they were not suitably trained to do so, we did not see any negative impact on people who used the service. The registered manager told us that staff training on medicines and a subsequent competency assessment had been arranged to enable staff to conduct medicines administration safely in the future. As staff were not suitably trained on the administration of medicines at the time of this inspection, this was identified as an area that required improvement.