

DMC Signature Care Ltd

DMC Signature Care Ltd

Inspection report

Moulton Park Business Centre
Redhouse Road, Moulton Park Industrial Estate
Northampton
Northamptonshire
NN3 6AQ

Tel: 07879994106

Date of inspection visit:
22 March 2022

Date of publication:
13 October 2022

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service

DMC Signature Care Ltd provides care and support to people living in their own homes. The service supported older people, younger people and children with a learning disability. At the time of the inspection, only two people were receiving personal care.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

People's experience of using this service and what we found

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

At the time of the inspection, the provider did not care or support anyone with a learning disability or an autistic person. However, we assessed the care provision under Right Support, Right Care, Right Culture, as it is registered as a specialist service for this population group.

The provider's systems and processes had improved. New systems and processes were in place to support the provider to have effective oversight of the quality and safety of the service. These had not yet been embedded into the service due to the reduced number of people using the service.

The providers recruitment processes had been improved. Extensive work had been undertaken to improve safe recruitment processes. These had not yet been embedded into the service because no new staff had been employed since the previous inspection.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. However, due to only one person using the service we were unable to see how effective these procedures were in practice.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was inadequate (published 11 November 2021).

The provider completed an action plan after the last inspection to show what they would do and by when to

improve.

Why we inspected

We undertook this targeted inspection to follow up on Warning Notices we previously served in relation to Regulations 19 (Fit and proper person's employed) and 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and to ensure requirements had been met. The overall rating has not changed following this targeted inspection and remains inadequate.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last inspection, by selecting the 'all reports' link for DMC Signature Care Ltd on our website at www.cqc.org.uk.

Follow up

Targeted inspections do not change the rating from the previous inspection. The service continues to be in special measures. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements. We will work with the local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

DMC Signature Care Ltd

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulations 19 (Fit and proper person's employed) and 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was carried out by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post who is also the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

Notice of inspection

This inspection was announced. We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider would be in the office to support the inspection.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with three members of staff including the provider who was also the registered manager, the deputy manager and a care administrator.

We reviewed a range of records. This included recruitment procedures, staff files, risk assessments and quality assurance documents. A variety of records relating to the management of the service, including policies and procedures were reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated inadequate. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notices we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to establish recruitment procedures to ensure all staff were safely recruited. This was a breach of regulation 19 (1)(2)(3) (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 19

Staffing and recruitment

- The provider had developed new systems and processes for their recruitment procedures to ensure safe recruitment was in place. New procedures included the use of an identification scanner, photograph taken at interview process and liaising with the Home Office regarding right to work in the UK.
- Disclosure and Barring Service (DBS) checks were completed prior to employment. As part of the new procedures in place, an external vetting company had been sourced to undertake all DBS checks. DBS provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- There were additional procedures in place to ensure application forms had been completed fully including full employment history and any gaps explored. References were sought before commencement of employment and a robust auditing process was in place to ensure the processes were being followed.
- All existing staff employed by the service underwent the providers new recruitment procedures to assure themselves that safe recruitment practices were in place.

Although new systems and processes were in place, no new staff had been employed at the service since the previous inspection. We were therefore unable to monitor the effectiveness of the new processes and will check these new processes once these are embedded at the next inspection.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last inspection this key question was rated inadequate. We have not changed the rating as we have not looked at all of the well-led key question at this inspection.

The purpose of this inspection was to check if the provider had met the requirements of the warning notices we previously served. We will assess the whole key question at the next comprehensive inspection of the service.

At our last inspection the provider had failed to have all the systems and processes implemented and embedded to assess, monitor and improve the quality and safety of the service. This was a breach of Regulation 17(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The provider had implemented new systems and processes which would support effective oversight of people using the service and whether they were receiving a regulated activity.
- The provider had new systems and processes in place to ensure there was safe recruitment procedures in place. This included investing in identification scanner and using an external body to verify all DBS (Disclosure and Barring Services) applications. There was a system in place to ensure newly recruited staff did not commence employment until all satisfactory checks had been undertaken and documents received. The provider and senior staff had also undertaken safer recruitment training delivered by the local authority.
- A new process was in place to ensure vehicles used by DMC Signature Ltd staff were checked by a local vehicle specialist on a regular basis to ensure they were road worthy.
- The service was not supporting any young people at the time of the inspection, however, we viewed new risk assessments that were ready to be implemented that set out clear guidance for staff on transporting children in vehicles and accessing the office base which included a secondary building in another part of the town. We saw the hazards identified in the office space at the previous inspection had been removed.
- Revised risk assessments were in place and ready to be implemented in relation to water temperature testing.
- The provider had invested in a new electronic rota system. The new system enabled staff to scan barcodes in people's home's which automatically time stamped carers arrival and departure. The system had the capability to 'red flag' a scheduled care visit if there was not enough time allocated on the rota. The new system also had the capability to alert management staff if care staff had not arrived for their scheduled visit. The system was also able to clearly identify drivers who were not delivering care.

- The nominated individual had addressed all of the concerns raised from the previous inspection and had assured themselves all of the new systems and processes in place would be effective in monitoring the quality and safety of the service.

Although new systems and processes were in place, the service was only supporting one person. We were therefore unable to monitor the effectiveness of the new processes. We will check the new processes once these are embedded at the next inspection.