

Gifted Care Services Limited

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Inspection report

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27 February 2017

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Ratings

Overall rating for this service

Good 

Is the service safe?

Requires Improvement



Summary of findings

Overall summary

We carried out an announced focused inspection of this service on 5 May 2016, the provider had made improvements to address the breaches of regulation we found at the previous comprehensive inspection a further breach of legal requirements was found. This was because the provider did not ensure the proper and safe management of medicines.

After the focused inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook an announced focused inspection on the 27 February 2017 to check that they had followed their plan and to confirm that they now met legal requirements. We gave the provider 48 hours' notice of the inspection because the manager is sometimes out of the office supporting staff or visiting people in their homes. We needed to be sure that the key people were available to speak with.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Gifted Care Services Limited' on our website at www.cqc.org.uk

Gifted Care Service Limited provides personal care and support for adults living in their own homes. At the time of the inspection there were three people using the service.

The service had a registered manager. 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 27 February 2017, we found that the provider had followed their action and made improvements to the service in relation to safe medicines management.

People did not require staff to support them with their medicines; however, staff had received sufficient medicines training to update their practice and knowledge. Systems were improved to ensure the safe management of medicines.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found improvements had been made to the safety of the service.

We found action had been taken to improve the management of medicines in the service to ensure the safe and care treatment of people.

People told us they did not require support with their medicines.

Staff had completed mandatory medicines training.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement 

Gifted Care Services Limited

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.

We undertook a focused inspection of Gifted Care Service Limited on 27 February 2017. This inspection was completed to ensure improvements to meet legal requirements planned by the provider after our focused inspection on 5 May 2016. We inspected the service against one of the five questions we ask about the services: is the service safe? This was because the service was not meeting some of the legal requirements in relation to this question. One inspector carried out the inspection.

Before our inspection, we checked information that the Care Quality Commission (CQC) held about the service, which included the previous inspection reports, the action plan and notifications sent to CQC by the provider before the inspection. The notifications provide us with information about changes to the service and any significant concerns reported by the provider.

During our inspection, we contacted three care workers and spoke with one of them; we also spoke with the operations and contracts manager, and the registered manager. We reviewed key documents that included three staff files and records relating to the management of medicines in the service.

After our inspection we contacted three people and spoke with one of them, and a relative of one person, to help us understand the experiences of their family member who was unable to verbally communicate with us and share their views.

Is the service safe?

Our findings

At our last focused inspection on 5 May 2016, we found that staff were supporting a person to take their medicines and the provider did not accurately record this in their care plan or within the medicines administration record (MAR).

At this inspection, we checked to see if the necessary improvements had been made to the safe management of medicines. We found that the provider had followed the action plan they had written to address the shortfalls in relation to this regulation.

During this inspection, the registered manager told us they no longer supported people who used the service with their medicines, nonetheless, they had ensured a review of their policies and procedures had taken place. We found that the provider had updated their medicines procedure to make certain they were following the correct guidelines about how people's medicines should be safely managed.

The medicines policy had been updated to guide staff on best practice should they be required to support people with their medicines, and contained information about the safe administration, storage and disposal of medicines. Protocols were in place for home remedies, and comprised of consent forms to be signed by people and an agreement to administer this from the person's GP. The provider showed us new templates for risk assessing medicines and the policy covered the requirements of covert medicines.

People told us they did not require support with their medicines, and one person's relative we also spoke with confirmed this. One person said, "My carers listen to me, anything in my care plan they will do, they help me with my needs, I don't need help with my medicines" and a relative commented, "Care is going well, I am happy with the carers, [my family member] is bed bound, they follow the care plan if anything needs adjusting they will do this, the carers don't support [my family member] with medication."

One member of staff told us that they had completed up to date medicines training and the records we reviewed demonstrated this. The registered manager stated that although they were not presently supporting people with medicines, it was important that staff should complete this specific training regularly. They further explained that staff had been made aware of the new procedure during meetings. The level of training staff required when supporting people with specific medicines was also recorded.

We have been unable to improve the rating for this key question from requires improvement to good because we were unable to check that improvements had been sustained. We will check this at our next inspection.