

Mrs Sheena Calvert

Coastal Carers

Inspection report

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21 December 2016

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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 comprehensive inspection of this service on 8 March 2016. A breach of legal requirements was found in relation to staff recruitment. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Coastal Carers on our website at www.cqc.org.uk.

Coastal Carers provides a domiciliary care service offering support and personal care to adults who live in their own homes in Scarborough and surrounding area. On the day of inspection they were providing a service to 76 people.

There was a registered manager in place. 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 this focused inspection we found that action had been carried out to improve the safety of staff recruitment. We examined recruitment records of the staff who had been employed since the last inspection. The registered manager ensured that they received information from the Disclosure and Barring Service (DBS) confirming that a full check had been carried out before permitting staff to begin their induction. The DBS check assists registered providers to make safer recruitment decisions by checking that prospective care workers are not barred from working with people who need social care support. This meant the registered provider now met legal requirements.

We have not improved 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.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

People who used the service were protected because safe recruitment practices had been effectively operated. 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 ●

Coastal Carers

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.

We undertook an unannounced focused inspection of Coastal Carers on 21 December 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 8 March inspection had been made. The team inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

This inspection was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service and we needed to be sure that the registered manager would be available.

This inspection was carried out by one adult social care inspector. We spoke with the registered manager and a member of support staff in the service office about their recruitment practice, and examined four staff recruitment files.

Is the service safe?

Our findings

At our last inspection we found that the registered provider was not always recruiting staff safely. This was because some staff had started visiting people in their homes alongside established staff in a 'shadowing' capacity, before information had been received confirming that a full check had been carried out with the Disclosure and Barring Service (DBS). The DBS check assists registered providers to make safer recruitment decisions by checking that prospective care workers were not barred from working with people who needed social care support.

The registered provider wrote to us telling us that staff would not commence working in people's homes until information had been received confirming that a full check had been carried out with the DBS.

At this inspection we found that action had been taken to improve safety. We checked four records for those staff who had been employed by the service since our last inspection. These confirmed that DBS checks were in place before staff began to visit people in their own homes. This meant that people were protected by the recruitment procedures of the service. The registered provider was no longer in breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) 2014.

Staff files also showed that two references were obtained before each member of staff began work and that an application form was completed which included details of prospective staff's previous employment. Any gaps in employment were explained. The registered manager had a recruitment procedure and policy and they confirmed that this was followed. The registered provider had details of photographic identification for staff on file to protect people who received the service.

We have not improved 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.