

Bridges Healthcare Limited

# Bridges Healthcare Limited

## Inspection report

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02 February 2017  
06 February 2017

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

Is the service responsive?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 03, 04, 08 and 09 August 2016. Breaches of legal requirements were found in respect of staff recruitment and record keeping.

After the comprehensive inspection, the provider sent us an action plan to say what they would do to meet legal requirements in relation to these breaches. We undertook this unannounced focused inspection on 02 and 06 February 2017 to check that they had followed their action plan and to confirm that they now met legal requirements.

At this focused inspection we looked at aspects of the key questions Safe and Responsive. This report only covers our findings in relation to the focused inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Bridges Healthcare Limited' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Bridges Healthcare Limited provides personal care and support to people in their own homes in the boroughs of Bromley and Bexley. At the time of this inspection approximately 50 people were using the service.

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 inspection we found that staff recruitment records had been checked and missing documentation regarding staff employment history was now available. The job application form had been amended to request applicants' full employment history in line with the requirements of the regulations.

People's care records were now accurate and people told us they reflected their current health and care and support needs. The care plans in people's homes matched the records at the office to ensure staff had up to date information about people's needs at all times. However we found there was still some improvement needed to ensure people's care plans were personalised to their individual needs and preferences rather than task focused.

We have not changed the rating of the key question Safe in line with the characteristics for each rating, because, although improvements had been made, there were other aspects of that key question that needed improvement from the comprehensive inspection in August 2016. We have not changed the rating of Responsive to Good in line with the characteristics for each rating because although improvements had been made further improvements, in other aspects of this key question, were required to meet the

characteristics for Good.

## 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 always safe.

Staff recruitment records had been checked and action taken to ensure an effective recruitment system was now in place.

However there were other aspects of this key question that required improvement at the last comprehensive inspection.

**Requires Improvement** ●

### Is the service responsive?

The service was not consistently responsive.

We saw people's care plans were up to date and reflected their current needs. However some improvement was required to ensure they were personalised and reflected people's preferences rather than being task focused.

**Requires Improvement** ●

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## **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 a focused inspection of Bridges on 02 and 06 February 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 03, 04, 08 and 09 August 2016 had been made. We inspected the service against part of two of the five questions we ask about services: is the service safe, and, is the service responsive. This is because the service was not meeting legal requirements in relation to parts of those questions at the last inspection.

The inspection was undertaken by one inspector and was unannounced. Before the inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements. During the inspection we visited four people and their relatives who used the service. We spoke with the registered manager and we looked at nine people's care records and five staff files.

## Is the service safe?

### Our findings

At the last comprehensive inspection on 03, 04, 08 and 09 August 2016 we found a breach of legal requirements in respect of staff recruitment. The provider had not requested applicants' full employment history as required under the regulations to reduce risk.

At this inspection on 02 and 06 February 2017 we found effective arrangements were now in place in relation to staff recruitment. An audit of staff recruitment records had been completed since the last inspection and any action needed had been completed. Staff records we looked at contained the necessary checks to ensure suitable staff were employed. A new application form was in use that requested job applicants to provide their full employment history and to explain any gaps in this. Existing staff had provided details of their full employment history and reasons of any gaps in employment to comply with the regulations and reduce the risks of employing unsuitable staff.

The provider had made the necessary changes to their recruitment processes but we have not changed the rating of this key question to 'Good' as there were other aspects of this key question that required improvement from the last comprehensive inspection.

## Is the service responsive?

### Our findings

At the last inspection on 03, 04, 08 and 09 August 2016 we had found a breach of regulations as people's care records were not always accurate and up to date. The care plans people had in their homes did not always match the care plan retained at the office. This meant staff did not always have an accurate plan of people's care at all times.

At this inspection people told us their care and support needs were met and that their care plan was an accurate record of their care. A relative told us, "It is what we discussed. The care staff write in it when they come and it covers everything we need." We saw care plans reflected people's current health and care and support needs. There was information about people's histories their likes and dislikes within a 'This is Me' document to help care workers develop a better understanding of the people they care for.

However, there was room for improvement as two care plans did not contain information about people's communication needs where they had a diagnosis of dementia. One care plan did not have sufficient guidance about people's eating and drinking needs where they were supported with this. Care plans were not always personalised to include people's preferences about their personal care.

The rating for this key question therefore remains requires improvement.