

Windrush Care Ltd

# Windrush Care

## Inspection report

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27 September 2017

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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 27 March 2017. A breach of legal requirements was found. 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 on 27 September 2017 to check that they had followed their plan and to confirm that they now met legal requirements in relation to a breach of regulation 19, fit and proper persons employed. This report only covers our findings in relation to these issues. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Windrush Care on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

This service is a domiciliary care agency. It provides personal care to people living in their own homes in Gloucestershire. It provides a service to older people, people living with dementia and younger disabled adults. Not everyone using Windrush Care receives a regulated activity; the Care Quality Commission (CQC) only inspects the service being received by people provided with 'personal care' for example, help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided. The minimum visit time Windrush Care considered was one hour.

At the time of the inspection there was no registered manager in post. There had not been a registered manager since July 2016. A manager had been appointed in the interim period but had now taken on the training manager role. A registered manager is a person who has registered with the CQC 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. A new manager was appointed in July 2017 and was applying to CQC to become registered.

At the last inspection, the service was rated Requires Improvement. The rating was clearly displayed at the office. The rating was also displayed on Windrush Care Ltd's website.

At the announced comprehensive inspection of this service on 27 March 2017 a breach of legal requirements was found. After this comprehensive inspection, we asked the provider to take action to make improvements to recruitment checks for new members of staff and we found these improvements had been made and the provider met the requirements of the regulation.

People were supported by new staff who had been through a recruitment process which assessed their character, competency, and fitness to carry out their roles and responsibilities.

## 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 that action had been taken to improve safety. People were supported by new staff who had been through a recruitment process to assess their suitability and fitness to carry out their duties.

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** ●

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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 an announced focused inspection of Windrush Care on 27 September 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider, after our 27 March 2017, inspection had been made. The provider was given 48 hours' notice because the location provides a domiciliary care service; we needed to be sure that someone would be in. One inspector inspected the service against one of the five key questions we ask about services: is the service safe? This was because the service was not meeting some legal requirements.

No risks, concerns or significant improvement were identified in the remaining Key Questions through our on-going monitoring or during our inspection activity so we did not inspect them. The ratings from the previous comprehensive inspection for these Key Questions were included in calculating the overall rating in this inspection.

During our inspection we spoke with a representative of the provider, the manager and the training manager. We reviewed recruitment records for four new staff.

## Is the service safe?

### Our findings

At our inspection of 27 March 2017 we found people were put at risk because all of the information required for new staff had not been obtained prior to employment. People were not being protected against the risks of unsuitable staff being employed. The provider sent us an action plan telling us how they would address these issues.

At our focused inspection on 27 September 2017 we found the provider had followed their action plan to meet shortfalls in relation to the requirements of Regulation 19 described above. They had produced a new application form which prompted applicants to provide a full employment history. There was evidence any gaps in employment history had been explored and verified with applicants. A new reference request form had been used which confirmed the name of the applicant and the name and position of the person providing the reference. Previous employers had been contacted to verify the character and competency of new staff. New staff did not start work before a satisfactory Disclosure and Barring Service (DBS) check had been received. DBS checks are a way that a provider can make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. The representative of the provider confirmed they had reviewed their quality assurance systems to include confirmation that all recruitment checks had been completed for new staff. People's needs were met by new staff who had been assessed as fit to carry out their duties and of good character.