

# Gill Healthcare Limited

# Gill Care Services

## Inspection report

392 Colne Road  
Burnley  
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Date of inspection visit:  
14 May 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

### About the service

Gill Care Services is a domiciliary care agency providing personal care to people in their own homes.

Not everyone who used the service received personal care. The Care Quality Commission (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. At the time of the inspection, 15 people were receiving care and support.

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

During this inspection, we looked at the processes used to recruit staff. We found improvements had been made and action had been taken to address the shortfalls noted at the last inspection. Staff were recruited safely. We discussed making start of employment dates clearer and ensuring any undated references were dated.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was good (published 17 October 2019).

### Why we inspected

On 30 September 2020, we carried out an announced targeted inspection of this service to follow up on concerns raised about recruitment. A breach of legal requirements was found in relation to unsafe recruitment practices. The provider completed an action plan after the last inspection to show what they would do and by when to improve.

We undertook this targeted inspection to check they had followed their action plan and to confirm they now met legal requirements. The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific 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.

This report only covers our findings in relation to the Key Question safe, which contain those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Gill Care Services on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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 good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

# Gill Care Services

## Detailed findings

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had met the requirement in relation to Regulation 19 regarding unsafe recruitment practices.

#### Inspection team

The 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.

The service had a manager registered with CQC. 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.

#### Notice of inspection

This inspection was announced.

We gave the service a short period notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 14 May 2021 and ended on 14 May 2021. We visited the office location on 14 May 2021.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make.

We used this information to plan our inspection.

During the inspection

We spoke with the registered manager and looked at six staff recruitment files.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

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

At the last inspection this key question was rated as good. This meant people were safe and protected from avoidable harm. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements in relation to a specific concern we had about recruitment practices. We will assess all of the key question at the next comprehensive inspection of the service.

### Staffing and recruitment

At the last inspection, the provider had failed to carry out sufficient recruitment checks to ensure staff were safely employed. This was a breach of regulation 19 (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.

- There were safe systems for staff recruitment. Staff files contained the necessary checks to ensure fit and proper people were employed.
- Appropriate action had been taken to address the shortfalls noted at the last inspection. We discussed how making improvements to the employment records checklist, recording employment start dates and ensuring any undated references were dated would further improve the process.