

The Local Care Group Limited

# The Local Care Group Ltd

## Inspection report

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09 August 2017

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service well-led?	Inspected but not rated
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# Summary of findings

## Overall summary

This announced inspection was carried out on 9 August 2017. The Local Care Group Ltd provides support and personal care to people living in their own homes in Bingham and surrounding areas in South Nottinghamshire. On the day of the inspection visit there were five people using the service who received personal care.

We carried out an announced comprehensive inspection of this service on 15 March 2017. Breaches of legal requirements were found and we issued a warning notice in relation to one of these breaches. We asked the provider to take action to ensure that the service was responsive to the needs of the people who used the service.

We undertook this focused inspection to check that they had made the improvements and 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 The Local Care Group Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The service had a registered manager in place at the time of our inspection. 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.

People received care from a provider who was implementing quality monitoring processes to improve the care they provided. Systems were in place to ensure safe recruitment and monitoring of staff training needs had resulted in staff receiving appropriate training for their roles.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service well-led?

Action had been taken to improve this aspect of the service.

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

**Inspected but not rated**

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## **Detailed findings**

### Background to this inspection

We undertook an announced focused inspection of The Local Care Group Ltd on 9 August 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 15 March 2017 had been made. We inspected the service against one of the five questions we ask about services: Is the service well led? This is because the service was not meeting some legal requirements. The inspection was undertaken by two inspectors.

Prior to our inspection we reviewed information we held about the service. This included the previous inspection report, information received and statutory notifications. A notification is information about important events which the provider is required to send us by law.

During the inspection we spoke with the provider and the registered manager.

We considered information contained in some of the records held at the service. This included the records kept by the registered manager as part of their management and auditing of the service.

# Is the service well-led?

## Our findings

When we inspected this service on 15 March 2017 we found that there was a lack of systems in place to monitor the service and the provider was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. There had been no quality audits carried out during a period of time when the registered manager was absent from the service. This had resulted in lack of oversight from the management team and had meant that any errors, incident and changes in people's care had not been picked up. Some care records had not contained up to date and relevant information for staff to provide safe care.

During this inspection we saw the registered manager had introduced a number of audits that improved the oversight of the service and had a positive effect on the quality of care people required. People's care plans were reviewed every three months or sooner if there were changes required. The registered manager had also recently introduced an implementation sheet which staff would complete to show any changes they and the person they supported felt were required for the person's care. The registered manager would then discuss this with the person and staff before making any changes to a care plan. The registered manager hoped this would ensure that any changes to people's care would be addressed in a way that ensured everyone was aware of the changes to a person's needs.

When we visited the service in March 2017 we found staff had been recruited without required checks being carried out. During this visit we found the registered manager had addressed these issues and had also introduced a staff file audit. This was a robust audit which monitored at the recruitment process, staff training and staff supervision. We viewed copies of a completed audit that showed what the registered manager wanted to improve up on and the plan of actions in place. We viewed two staff files and saw the relevant recruitment checks in place for each staff member.

When we visited the service in March 2017 we found there was no record of the training staff had received or ways to identify what training staff were due to have. During this visit we saw all staff had an individual file with all of their training needs recorded. The registered manager told us they had also engaged the services of an external training provider and had sat in on the different courses prior to purchasing their services for her team. This had allowed her to tailor the courses to the needs of the service.

During our visit to the service in March 2017 we also found there was a lack of records to show when staff had received supervision. At this visit we saw there was a programme of staff supervisions in place. The registered manager told us they felt the supervisions had improved staff morale and these along with the staff meeting she had held had led to staff communicating better and sharing ideas for improvements to the service. The registered manager had held one staff meeting and had set a date for another. They had prepared an agenda which included an update on how the service was addressing the issues raised in their CQC inspection. There were also discussions about training, medicines practices and the company policy and procedures. Minutes were taken of the meeting although these could be more detailed and the registered manager told us they would address this following the next meeting.

The registered manager and nominated individual both spoke positively about the meeting and that this had been well received by staff. Staff had completed feedback forms about the meeting and commented about the improvements there had been in the service and what they would like to discuss at the next staff meeting. One suggestion was to discuss the training staff were due to attend between these meetings.

At our previous visit there was no clear system in place for staff to notify the service if they were unable to attend work due to illness or other personal circumstance. This had resulted in missed calls. During this inspection we saw this had been addressed and discussed at the staff meeting and a clear protocol was in place. The registered manager had ensured all staff had a copy of the protocol. The registered manager had introduced a system where staff received a text message if they had picked up extra calls. This was as a result of the registered manager analysing any missed calls and finding patterns relating to when staff had picked up extra calls to their normal workload. This showed the registered manager had adopted the lessons learned approach to incidences that had occurred in the service.

During our visit we also saw the registered manager had maintained records of observations of practice and regular competency assessments for staff. The registered manager told us she had concentrated on administration of medicines. This was as a result of audits she had carried out that showed some errors in this area. The registered manager as a result of the audits had focused her competency assessments on these areas. This showed the registered manager was using the quality audits she had introduced to look at way she could improve the standard of care people received.

Our review of the evidence we found showed the provider was no longer in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) regulation 2014.