

Agincare UK Limited

Agincare UK - Nutfield Extra Care Scheme

Inspection report

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Tel: 01179636597

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24 August 2017

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service responsive?	Inspected but not rated
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Summary of findings

Overall summary

We carried out an inspection of this service on 12-16 September 2016 during the inspection of HMP Leyhill, which was carried out in partnership with Her Majesty's Inspectorate of Prisons. A breach of legal requirements was found. After the 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. The full comprehensive inspection report of the September 2016 inspection, which was published on 25 January 2017, can be found on the HMIP website at: <https://www.justiceinspectorates.gov.uk/hmiprisons/inspections/hmp-leyhill/>

This inspection took place on 24 August 2017 and was announced. We announced the inspection because we needed to be sure somebody would be present at the location. At the previous inspection we found a breach of Regulation 9 (Person-Centred Care). During this inspection we found that improvements had been made and the provider met this legal requirement.

Agincare UK - Nutfield Extra Care Scheme provides personal care to people living at the on-site 'Extra Care Scheme' as well as people who are detained at HMP Leyhill. The purpose of this inspection was to look at the care provided to people at HMP Leyhill. The service had a registered manager. 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.

We found that people had detailed and up to date care plans in place, which they had been fully involved in creating. Care staff kept daily records which confirmed that they had provided the care people required. Care staff communicated any changes in people's needs, health and well being to the appropriate people.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

We found that action had been taken to make improvements and provide a responsive service.

People were fully involved in the planning of their care and staff ensured care plans were detailed and up to date.

Staff kept daily records which confirmed that people received the care they required. Any changes in people's needs were appropriately communicated to the relevant people.

Inspected but not rated

Agincare UK - Nutfield Extra Care Scheme

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 Agincare UK - Nutfield Extra Care Scheme on 24 August 2017. This inspection was done to check that improvements to meet legal requirements after our inspection of 12-16 September 2016 had been made. We inspected the service against one of the five questions we ask about services: is the service responsive? This is because the service was not meeting some legal requirements. The inspection team consisted of one inspector. 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.

Prior to our inspection we reviewed information we held about the service. This included previous inspection reports, information received and statutory notifications. A notification is information about important events which the provider is required to send us by law. We contacted commissioners (who fund the care for some people) of the service and asked them for their views.

During the inspection we spoke with the deputy manager, two members of care staff and two other professionals who have regular involvement with the service. We also looked at the care plans of all four people who were using the service at HMP Leyhill, the daily running records kept by staff, results from satisfaction surveys and the audits of care plans that had been completed by the registered manager.

Is the service responsive?

Our findings

In September 2016 we carried out a joint inspection at HMP Leyhill with Her Majesty's Inspectorate of Prisons. During that inspection we identified a breach of Regulation 9 because people's care plans did not always contain the required information. Also, staff did not always communicate important changes in people's wishes. At the time of this inspection we saw that improvements had been made and people received responsive care.

At the time of this inspection, four people were receiving personal care at HMP Leyhill and we looked at each person's care plan. We saw that all care plans provided detailed, person-centred information about the care and support that they required, as well as that they could do themselves. Each person had been fully involved in putting their care plan together and had signed to confirm their consent to receiving the care. Care plans were reviewed on a regular basis and as required should somebody's needs change. We saw that updates had been made to care plans when people's needs had changed.

Care staff completed daily records each time they visited a person using the service. We saw that these were completed in detail and reflected that people received the care required. The daily records were returned to the office on a monthly basis and reviewed by a member of the management team. Care staff also maintained regular contact with the management team which ensured that, should any issues arise, they could be resolved quickly.

The staff we spoke with told us that the care plans contained the information they required in order to provide person-centred care. Staff told us that they reported any concerns or changes in people's needs to the registered manager and other agencies as appropriate. We saw that this happened in practice which meant that the service was responsive to people's needs. The feedback that we received from other professionals was positive and also confirmed that people received responsive and person-centred care.