

Deeper Care Solutions Ltd

Audrey Burton House

Inspection report

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Date of inspection visit:
18 May 2021

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05 July 2021

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

Audrey Burton House is a domiciliary care agency providing personal care to people living in their own homes. The service was supporting 23 people at the time of our inspection.

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.

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

People gave generally positive feedback about the safe care and support staff provided. Disclosure and Barring Service (DBS) checks were completed to help make sure suitable staff were employed.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 27 October 2020).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about recruitment practices. The overall rating for the service has not changed following this targeted inspection and remains Good.

The CQC have introduced targeted inspections 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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Audrey Burton House on our website at 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 reinspection 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

Audrey Burton House

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about 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 the CQC. This means 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 unannounced.

Inspection activity started on 18 May 2021 and ended on 27 May 2021. We visited the office location on 18 May 2021.

What we did before the inspection

We reviewed information we had received about the service. We sought feedback from the local authority.

The provider was not asked to complete a provider information return before 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 took this into account when we inspected the service and made the judgements in this report.

We used all this information to plan our inspection.

During the inspection

We visited the location offices and reviewed recruitment records.

After the inspection

We continued to review the evidence gathered. We made telephone calls to gather people's feedback and spoke with three people who used the service and two people's relatives.

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 Good. 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 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

- People generally felt safe with the care and support staff provided. DBS checks had been completed. These help employers make safer recruitment decisions and are designed to prevent unsuitable people from working with adults who may be vulnerable.
- Other checks were completed to help ensure suitable staff were employed. For example, new staff were interviewed and were asked to provide references.