

Immaculate Grace Care Ltd

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Inspection report

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Tel: 02476364509

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16 December 2016

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Ratings

Overall rating for this service

Good ●

Is the service effective?

Good ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of Immaculate Grace Care Ltd on 16 October 2015. At this inspection we found a breach of the legal requirements. This was because staff had not received the induction and training required to carry out their roles and provide safe, effective care to people.

After the comprehensive inspection, the provider sent us a plan of action to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 16 December 2016 to check that they had followed their plan and to confirm they now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Immaculate Grace Care Ltd' on our website at www.cqc.org.uk

At our focused inspection on 16 December 2016, we found the provider had followed their plan of action and the legal requirements had been met.

Immaculate Grace Care Ltd is a domiciliary care agency which is registered to provide personal care support to people in their own homes. At the time of our visit the agency supported 16 people with personal care and employed 17 care staff.

Staff received an induction when they started to work for the service and completed training to make sure they had the skills and knowledge to provide the safe, effective care people required. Training was updated to keep staff skills up to date.

There was a registered manager in post at the service. 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. The registered manager is also the owner/provider of the service. The registered manager was unavailable on the day of our visit.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

Good ●

The service was Effective.

We found that action had been taken to improve the effectiveness of the service. Staff received the induction and training required to carry out their roles and provide safe, effective care to people.

The provider was now meeting legal requirements.

Immaculate Grace Care Ltd

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Immaculate Grace Care Ltd on 16 December 2016. This inspection was to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 16 October 2015 had been made. We inspected the service against one of the five questions we ask about services: is the service effective. This is because the service was not meeting legal requirements in relation to that question.

The inspection was announced so the provider could make arrangements to be there and to arrange for staff to come into the office to speak with us. The inspection was undertaken by one inspector.

Before our office visit we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements. We contacted the local authority commissioning team, who had no new information to share with us. Commissioners are people who work to find appropriate care and support services which are paid for by the local authority.

During our visit we spoke with the provider and two care workers. We looked at the staff training record and training certificates for ten staff.

Is the service effective?

Our findings

We carried out a comprehensive inspection of Immaculate Grace Care Ltd on 16 October 2015. At that inspection we found care staff had not always received an induction at the start of their employment that prepared them for their role, or received the training required to effectively carry out the duties they were employed to perform.

This was a breach of the Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, Staffing.

The provider submitted an action plan dated 16 November 2015 which stated. "We have completed mandatory training and induction for all our staff that had not received it. This was completed on the 24 October 2015. We have an induction programme that is aimed at preparing staff for their role. Mandatory training includes safeguarding adults, food hygiene, health and safety, moving and handling, and medication."

The action plan continued, "We will ensure that this programme is completed by every staff member before they are sent to service users. We will continue to ensure that every staff member completes the Care Certificate within 12 weeks of commencing employment. During that time they will continue to work under supervision from an experienced and trained member of staff. By doing so we will ensure, that staff are equipped to do their job, skilfully and professionally, and that service users receive the right care safely." The Care Certificate sets the standard for the fundamental skills, knowledge, and behaviours expected from staff working in a care environment.

To monitor this, the action plan told us, the provider had developed a training matrix and scheduled all new, and refresher training for staff.

The action plan included measures the provider had put on place to check training continued to be up to date and effective. This was through the training matrix, spot checks on staff practice, supervision meetings with care staff, and audits on training and development.

We contacted the provider in August 2016 to confirm these actions had been completed. The provider confirmed the action plan had been put in place.

At our focused inspection 16 December 2016, we found the provider had completed the action plan they had submitted to meet shortfalls in relation to the requirements of Regulation 18 described above.

During our focused inspection we spoke with the provider who confirmed new staff received an induction based on the care certificate and completed training to meet the needs of people who used the service. The provider told us the training provided was a mixture of e-learning (completed on the computer) and classroom training. The provider and staff told us training completed on the computer included a test at the end of each course that they had to pass, and that they had discussions about training in supervision

meetings to check their understanding and learning.

We spoke with two care staff who told us they had completed an induction when they first started to work for the agency. They said this included a number of shadow shifts so they could get to know people and understand their individual needs. One staff member said, "I did shadowing for three days. I worked with an experienced worker, watching what they did and then they watched what I did to make sure I knew what to do." Another told us, "I did lots of training when I started, I did moving and handling training and was shown how to use a hoist. I've had checks when I am working to make sure I do this right."

We asked care staff specific questions related to the training they had completed. For example, we gave staff scenarios to check their understanding of safeguarding people, and had discussions around mental capacity and consent, and management of medicines. Staff had knowledge of the subjects discussed, and records confirmed staff had observations in people's homes to ensure they put their learning into practice.

The registered manager had sent a copy of the training record to us in August 2016. This showed the training staff had completed and when updates were due. The record showed several courses were due to be updated. During our visit we asked the provider for a copy of the up to date training record. The copy of the training record held by the provider was also dated August 2016. The registered manager was unavailable during our visit, and the provider was unable to access the registered manager's computer, to locate the up to date record. We asked the provider to forward a copy of the training record to us. The forwarded record showed staff training was up to date, or had been planned to refresh staff skills and knowledge.

We looked at certificates for completed staff training. These showed new care staff completed an induction based on the Care Certificate. Further training was also completed such as medicine management, diabetes and specialist techniques to assist people's nutrition and hydration.

We saw confirmation that the registered manager was trained to provide moving and handling training to care staff. The provider told us, the registered manager was also trained to deliver adult safeguarding training and medication training to staff, although the provider could not find the certificates to confirm this.

Confirmation that staff had completed all the training recorded on the training matrix was not easily available. The provider was unable to locate all the certificates for training staff had completed. This was because certificates were not kept together and easy to access. The provider gave 100% assurance that staff had completed all the training recorded on the matrix and advised that certificates would be kept together in future so they would be available and accessible.