

Complete Quality Care Limited

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Inspection report

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Appledore
Devon
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16 June 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

Complete Quality Care is a domiciliary care agency providing personal care to people in their own homes. At the time of the inspection they were providing packages of care for 45 people in and around the Bideford area of north Devon.

Not everyone who used the service received personal care. 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

This targeted inspection looked at recruitment processes, so we did not seek the views of people using the service during this inspection.

We found historically recruitment practices had not been robust. This meant staff had been able to work before the right checks and references had been obtained. However, following an audit and meeting with the local authority's quality assurance and improvement team (QAIT), recruitment files were more robust. This was because QAIT had been able to offer support and advice on safer recruitment, which included ensuring there was a clear audit trail from the application form, interview and seeking references and checks. This helped to ensure that only staff who were assessed as suitable to work with people who may be vulnerable, 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 insert date last (report published 15 March 2019).

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.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Complete Quality Care 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 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

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Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about recruitment practices of staff.

Inspection team

The inspection was completed by two inspectors

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 Care Quality Commission. 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

We gave the service 48 hours' 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.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. 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 took this into account when we inspected the service and made the judgements in this report.

During the inspection-

We reviewed 14 staff recruitment files and spoke with the registered manager about recruitment, interviews and obtaining references.

After the inspection –

We asked the registered manager to send us their audit and action plan following their work they did with the quality improvement team in January 2021

Is the service safe?

Our findings

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

At the last inspection this key question was rated as 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.

Staffing and recruitment

- We received some information of concern which indicated that recruitment practices may not be robust and therefore may not protect people from unsuitable staff being employed.
- We reviewed 14 recruitment files and found that some historical files did not always have the right checks and references in place prior to a new staff member being employed. However, in 2019 we completed a comprehensive inspection and were satisfied with recruitment practices and the files we reviewed at that time. At this inspection we found;
- Newer staff files from 2020 onwards showed two references were obtained. Two files had references from staff who already worked at Complete Quality Care. The registered manager explained that they often struggle to obtain references despite chasing them up vigorously. Where this had occurred, they obtained character references from trusted employees of their own. This was in addition to ensuring there were no employment gaps and phoning the previous employer to check dates of employment. The registered manager agreed she would record how many times and when she had tried to obtain references as part of a robust audit trail.
- In January 2020 the local authority quality assurance and improvement team (QAIT) completed an audit of recruitment files and made some recommendations which the registered manager has completed. This included ensuring there were interview notes from each recruitment interview. It also included having oversight of all DBS checks by having these records all in one place to monitor when renewals were required. The registered manager had a list with all employees and when their last DBS was received.
- The registered manager had introduced a cover sheet giving quick reference as to when each check and reference had been completed, together with the start date. Some of the start dates were incorrect but the registered manager was able to show when the staff member did start employment.
- New staff were required to complete a number of shadow shifts. This meant they would work alongside a more experienced staff member until they got to know people's needs and how to provide the right care and support. Staff only went out alone to assist people once their induction was completed, some of their key training and their references and DBS check was received.
- Where staff had a positive DBS a risk assessment was completed and reviewed annually.

We recommend the registered provider follows best practice and audits all recruitment file to ensure the right dates and information is contained within the files.