

# Carewatch Care Services Limited

# Carewatch (Lincoln)

## Inspection report

Great Northern House  
Great Northern Terrace  
Lincoln  
LN5 8HJ  
Tel: 01522 544580  
Website: [www.carewatch.co.uk](http://www.carewatch.co.uk)

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## Ratings

### Overall rating for this service

Requires improvement



### Is the service well-led?

Requires improvement



## Overall summary

We carried out an announced comprehensive inspection of this service on 8 April 2015. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

At the last inspection on 8 April 2015 we found that the provider did not have a fully effective system to regularly assess and monitor the quality of service that people received. We undertook this focused inspection on 18 November 2015 to check that they had followed their plan and to confirm that they now met legal requirements with regard to monitoring the quality of the service. We found the provider had made improvements in some of the areas we had identified.

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 Carewatch (Lincoln) on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Carewatch (Lincoln) provides personal care to people in their own homes. At the time of our inspection there were 236 people receiving care.

At the time of our inspection there was a registered manager in post. 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 were protected against the risks associated with inadequate checks and monitoring to ensure the provision of a quality service. We found at this inspection action had been commenced and systems had been put in place to monitor and assess the quality of the service. However we observed that the systems were not fully implemented and therefore there were still some issues for some people regarding the timeliness and consistency of their care.

# Summary of findings

## 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?**

The service was not consistently well led

Systems and processes are in place to monitor the quality of the service. These systems are not fully implemented to ensure that people receive a consistent service.

People did not always receive their care at the times they required.

**Requires improvement**



# Carewatch (Lincoln)

## Detailed findings

### Background to this inspection

We undertook an announced focused inspection of Carewatch (Lincoln) on 18 November 2015. This inspection was completed to check that improvements had been made to meet legal requirements with regard to the implementation of systems and processes to ensure people received appropriate care and treatment. 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 a legal requirement in relation to this section.

The inspection team consisted of one inspector and an expert by experience. Experts by experience are lay assessors who have had experience of relevant services in this case personal care.

During our inspection we spoke with the registered manager, the manager and a member of staff. We also looked at twenty care plans in detail. In addition we spoke with the local authority who commission services from the provider. Following our inspection we spoke with eight people by telephone.

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## Our findings

At our previous inspection on 8 April 2015 we identified that systems and processes were not in place to ensure people received appropriate care and treatment. This was a breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our inspection in April 2015 we found the provider did not have a fully effective system to regularly assess and monitor the quality of service that people received. They did not have a system in place to ensure that visits were properly co-ordinated and that visits were timely. People had complained about the timeliness of calls but the provider had not addressed the issue. There was a lack of systems in place to ensure that people received timely and consistent care.

After our inspection on 8 April 2015 the provider wrote to us to say what they would do to meet the legal requirements. At this inspection we found the provider had made the required improvements.

We spoke with eight people by telephone and found that some people did not receive a consistent experience of the care being provided. One person said, "I can rely on staff. They do my personal care. My carers come on time, 7.30 in the morning and 5.45 at night, twice a day."

Another person said, "I am not aware of who is coming in advance, usually I just have whoever turns up which isn't a problem at all" and another said, "My regular carers come between 9.30 and 10, but the cover carers are different, turning up between 11.45 and 12.15, and that's supposed to be my am call."

Six of the people we spoke with were happy with their care, however three people had experienced difficulties with times of call, particularly when they were not being visited by their regular staff member. One person told us, "My regular carer is consistent and the other ones aren't".

During our inspection we spent time listening to staff handling the telephone calls from people who were using the service, coming into the office. We heard a member of staff contacting care staff in order to provide cover for visits the following day as a member of staff was ill and unable to

work. They explained that although they didn't know if the member of staff would not be available tomorrow they were doing this in preparation for tomorrow to ensure that people would receive their care.

When we looked at the care records we saw times of visits were detailed and therefore the provider was able to monitor the timeliness of visits to people. Care records detailed what times people required visits and the length of time of the visit. We looked at five daily logs which detailed what care people had received. We saw from the daily logs that visits did not always match to the times detailed in the records. For example we found in one log a person had received their morning call more than an hour before the documented time in the care record on eight occasions in September 2015. This had not been picked up by the registered manager, however we spoke with the registered manager about this. They said that they would check the reason for this and whether or not this had been the person's choice.

Mechanisms had been put in place to monitor the quality of the service. For example an electronic system had been installed. The system provided information to the office staff as visits were being carried out by staff which meant the registered manager and relevant staff were able to see where staff were and whether or not they were on time. The system could also provide reports in order to assist the provider to monitor the quality of the service.

The registered manager told us that people should now receive copies of the visit schedules which detail which staff are providing care to people. They said that currently these went out with staff but that they intended to send these out to people on the Thursday of the week before the schedule referred to.

There had been a change in the contract arrangements for the location since September 2015. This meant that the provider had experienced an increase in the number of care hours required and changes in the people to whom they provided support.

The provider had carried out some telephone monitoring since the new contract arrangements had started and we saw that these had been reviewed and actions taken to address these. During our inspection we observed staff calling people to ask them about the care that they had received. We saw the records of telephone monitoring. Most records we saw stated that people were happy with

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their care however three of the records indicated that there were issues around the times of visits. During our inspection we observed the office staff calling a person to inform them that the staff member had changed.

In order to meet the needs of this contract and provide care to people the provider had employed a member of staff who was specifically responsible for recruitment to the location. The registered manager told us that they had

been successful in recruiting staff and staff had also completed their training in advance of commencing with the provider. In addition the staff member was responsible for monitoring staff performance to ensure that people received appropriate care. This arrangement had commenced in October 2015 and we observed that the systems that had been put in place to monitor the service were not fully operational at the time of our inspection.