

Serenity Homecare Limited

Serenity - Birmingham

Inspection report

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Date of inspection visit:

27 October 2021

28 October 2021

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17 November 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

Serenity – Birmingham is a domiciliary care service. It was providing personal care to 40 older people and younger adults at the time of the inspection.

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 were safeguarded from the potential risks of abuse and ill-treatment. People and relatives knew how to raise any concerns with the provider or the local authority. People were confident any concerns raised would be taken seriously and acted on by the provider.

Staff members knew the different types of abuse and what to do if they suspected wrongdoing.

The provider had systems in place to respond to concerns raised with them. The provider followed safe recruitment checks when employing new staff members.

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 23 October 2020).

Why we inspected

The inspection was prompted in part by a notification of a specific incident. Following which a staff member was subject to a criminal investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated potential concerns about the management of staff recruitment and safeguarding adults from the risk of abuse. This inspection examined those risks.

We found no evidence during this inspection that people were at risk of harm from this concern.

The overall rating for the service has not changed following this targeted inspection and remains good.

CQC have introduced targeted inspections to follow up on a Warning Notice or other 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.

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?

We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

We will assess all of the key question at the next comprehensive inspection of the service.

Inspected but not rated

Serenity - Birmingham

Detailed findings

Background to this inspection

Why we inspected

This was a targeted inspection to check whether the provider had systems and processes in place to effectively safeguard people from potential abuse. As part of this we checked the provider was following safe recruitment practices when employing staff.

Inspection team

This 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 they, along with the provider, are legally responsible for how the service is run and for the quality and safety of the care provided.

The registered manager was not present at this inspection owing to pre-arranged annual leave. However, we were supported by the area manager and nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a domiciliary care service and we needed to be sure that someone would be in the office to support the inspection.

Inspection activity started on 27 October 2021 and ended on 28 October 2021. We visited the office location on 28 October 2021 to see the provider and staff; and to review care records, policies and procedures.

What we did before the inspection

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.

We reviewed information we had received about the service since the last inspection. We asked the local authority and Healthwatch for any information they had which would aid our inspection. Local authorities together with other agencies may have responsibility for funding people who used the service and monitoring its quality. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with one person who used the service and four relatives. In addition, we spoke with six staff members including three carers, care co-ordinator, area manager and the nominated individual. We looked at the care and support plans for three people and a range of the providers policies, communications and training records related to safeguarding adults. We also confirmed the safe recruitment of four staff members.

After the inspection

We reviewed the information gathered to validate evidence found.

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 as good. This meant people were safe and protected from avoidable harm.

We have not changed the rating of this key question, as we have only looked at parts of the key question, we had specific concerns about.

Systems and processes to safeguard people from the risk of abuse

- People were protected from the risk of abuse and ill treatment. People and relatives told us they knew how to raise any concerns with the provider, local authority or police. One person said, "I have a folder with all the information in it including contact numbers." A relative told us, "I can phone the office at any time and they are always very pro-active and will sort out any worries or questions I have with the upmost efficiency. I have never had any issues and the staff are all fantastic."
- Staff members had received training on how to recognise and respond to concerns. Staff members told us how they would report concerns to the management team or to other organisations, for example, the local authority or the CQC.
- The provider had made referrals to the local authority in order to keep people safe. This was in accordance with Regional Multi-agency Policy, Procedures and Practice Guidance.

Staffing and recruitment

- The provider followed safe recruitment checks. This included checks with the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and prevent unsuitable people from working with others. Additionally, the provider sought references from previous employers and accounted for any gaps in work histories before making a decision to employ.