

Jay's Homecare Limited

Jays Homecare Limited

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service effective?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 14 & 15 May 2015. At which three breaches of legal requirements were found. The registered provider did not undertake appropriate assessments of risk to ensure care provided was safe. The registered provider did not ensure that fit and proper persons were employed by following safe recruitment practices and obtain appropriate references for people employed. The registered person did not ensure that persons employed received appropriate training to carry out the duties they were employed to perform.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

We undertook a focused inspection on the 11 September 2015 to check that they had followed their plan and to confirm that 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 'Jays Homecare Limited' on our website at www.cqc.org.uk

Jays Homecare is a domiciliary care agency providing personal care for a range of people living in their own homes. This included people living with dementia, older people, people with a physical disability and people with mental health needs. At the time of our inspection, the service was supporting up to 100 people and employed 40 members of staff. The agency provides care to people in the London Boroughs of Brent and Ealing.

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

Summary of findings

'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.

At our focused inspection on the 11 September 2015, we found that the provider had partially followed their plan to meet legal requirements. They had told us this would be completed by the 31 August 2015.

Risk assessments and care plans had been reviewed. However risk assessments did not reflect the assessed needs of people who used the service, which put them at risk of their needs not being met safely.

Appropriate checks had been carried out to ensure care workers were suitable to work with vulnerable people.

Regular supervisions and training ensured that care workers had the appropriate skill and knowledge to support people in their homes.

We identified one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can see what action we told the provider to take at the back of the full version of this report.

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 safe?

The service was not always safe. Risk assessments did not reflect information documented in people's assessments, care plans and what people told us.

The provider ensured that care staff were appropriately checked which ensured that staff suitable to work with vulnerable adults were employed.

Risk assessments had been reviewed recently and people who used the service or their representatives were involved in the review process.

This meant that the provider was now meeting legal requirements for regulation 9 and 19.

While improvements had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Is the service effective?

Staff received regular supervisions and appraisals and were offered training in health and social care to develop their practice and gain more skills and knowledge to provide care and support which is suitable to people who used the service.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for effective at the next comprehensive inspection.

Requires improvement



Jays Homecare Limited

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 is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We inspected the service against two of the five questions we ask about services: is the service safe and effective. This is because the service was not meeting legal requirements in relation to all these questions.

The inspection was undertaken by two inspectors.

Before our inspection 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.

During our inspection we spoke with three people who used the service, two relatives, four care workers, one care coordinator and the registered manager.

At the visit we looked at six people's care records, seven staff records, staff rotas, accidents and incident records and other records required for the management and monitoring of the service.

Is the service safe?

Our findings

At our comprehensive inspection of Jays Homecare on 14 & 15 May 2015 we found the provider did not undertake appropriate assessments of risk to ensure care provided was safe.

This was a breach of Regulation 9 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection 11 September 2015 we found that the provider had followed their action plan they had sent to us in relation to addressing the breaches in relation to the requirements of Regulation 9 described above.

We looked at six care records and saw that they had been reviewed in August 2015 by a senior member of staff. People who used the service told us that they had been involved in the review process and risk assessments had been updated.

At our comprehensive inspection of Jays Homecare on 14 & 15 May 2015 we found the provider did not do all the required checks to ensure new care workers were safe to work with vulnerable people.

This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection 11 September 2015 we found that the provider had followed their action plan they had sent to us in relation to addressing the breaches in relation to the requirements of Regulation 19 described above.

During this inspection we reviewed the files for seven staff members employed by the service. Pre-employment checks had been fully completed, two references, proof of identity, right to work in the United Kingdom and criminal record checks were all on file. Care workers told us they had an interview and had to provide evidence and documents to prove their identity, right to work in the United Kingdom and proof of address. This demonstrated that the provider only employed staff who were checked appropriately and suitable to work with vulnerable adults.

Risk assessments did not reflect information documented in the initial assessment and care plan for people who used the service. For example, in three assessments people were at risk of falls and had mobility problems. This was confirmed by people who used the service and relatives we spoke with. One person told us "I recently had a fall and I would judge my mobility as very poor, carers are wonderful they know how to help me, I feel safe." However, this person's risk assessment contained no information about the person's mobility and how to ensure the person's mobility was managed safely. We discussed our concerns with the registered manager who told us this was not acceptable and the provider will take the necessary steps to address these shortfalls.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Is the service effective?

Our findings

At our comprehensive inspection of Jays Homecare on 14 & 15 May 2015 we found that some care workers did not receive adequate training or supervision specific to their role.

This was a breach of Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection 11 September 2015 we found that the provider had followed their action plan they had sent to us in relation to addressing the breaches in relation to the requirements of Regulation 18 described above.

People who used the service told us “My carer is excellent, she knows me well and I know she had training.” Two care workers told us “Training is easy to access and the manager and office staff are easy to talk to.”

We viewed a training plan covering a period of the two months before our inspection and the following month. We saw that care workers were offered a wide range of refresher training such as manual handling, safeguarding adults, First Aid, medicines administration and food hygiene. Care workers who were responsible for assessing people who used the service were provided with training specific to this responsibility.

Staff completed the Care Certificate, which is an identified set of standards that health and social care workers adhere to in their daily working life. Standards include safeguarding adults and children, communication, duty of care and work in a person centred way.

Training was provided yearly to care workers to ensure that staff are kept informed of any changes and are refreshed in fulfilling their role effectively. One care worker told us, “I receive all the training I need to do my job”. We also found that letters were sent to care workers for refresher training essential areas such health and safety, medicines, infection control and dementia.

Records showed staff had undertaken induction training and this was also confirmed by the care workers we spoke

with. The induction covered areas such as safety at work, understanding organisation role, risk assessments and health and safety. Staff we spoke with confirmed they had received induction. One care worker told us “the induction was useful” and “I did everything”.

Supervisions and appraisals were provided and staff received support to develop their skills and training by obtaining qualifications in care. We found that care workers were able to express any issues or concerns they may have during supervisions. Staff confirmed they received regular supervision, they told us they could talk about any areas where improvements could be made. One care worker told us “I can make comments and they talk about performance and training needs”.

Care workers were positive about the support they received in relation to supervision and training. One care worker commented about the registered manager “If anything is wrong, I can phone the manager and he helps”.

Training records confirmed that care workers had received training on the Mental Capacity Act 2005 (MCA) and up to date certificates were in staff files. The MCA 2005 sets out how to act to support people who do not have capacity to make specific decisions.

Staff told us they must gain consent from people before providing care and understood that people had the right to refuse support. Staff knew to inform their manager if they suspect people do not have the capacity to make specific decisions. One care workers told us “I always ask them what they would like first and get their consent.” Another care worker said “You have to give them choice, everybody needs to have a choice.”

While improvements had been made we have not revised the rating for this key question; to improve the rating to ‘Good’ would require a longer term track record of consistent good practice.

We will review our rating for effective at the next comprehensive inspection.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Personal care	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2014 Safe care and treatment</p> <p>The registered provider did not provide treatment and care in a safe way to people who used the service. The registered provider did not assess the risks to the health and safety of people who used the service and did not ensure to mitigate any such risks.</p> <p>Regulation 12 (2) (a & b).</p>