

Professional Angels Ltd

# Professional Angels Limited

## Inspection report

4A Hurlingham Studios  
Ranelagh Gardens  
London  
SW6 3PA

Date of inspection visit:  
31 May 2016

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05 August 2016

### Ratings

Overall rating for this service

Requires Improvement ●

Is the service effective?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We conducted an inspection of Professional Angels Limited on 4 January 2016. At this inspection breaches of regulations were found in relation to consent and staffing in relation to support and training. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to these areas.

We undertook this focused inspection to check the provider had followed their plan and to confirm that they now met legal requirements in relation to the breaches found. 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 Professional Angels Ltd on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Professional Angels Ltd provides care and support to people living in their own homes. There were five people using the service when we visited.

There was a registered manager 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.

At our previous inspection we found care records did not always contain details of people's capacity and senior staff did not ascertain whether signatories to documentation had the legal authority to make decisions. During this inspection we found care records did reflect whether people had capacity and when we requested confirmation about whether people had assigned Lasting Power of Attorney, senior staff were able to provide this.

At our previous inspection we found senior staff could not provide evidence that care workers were provided with appropriate training to help them carry out their duties. During this inspection we were provided with evidence that all care workers were provided with the necessary training to perform their roles.

At our previous inspection we found care workers did not receive regular supervision and appraisals of their performance. During this inspection we found all care staff had received supervisions of their performance and we were given a list of scheduled appraisals for all care staff.

At our previous inspection we found the organisation did not have effective systems in place to monitor the quality of the service. Senior staff had not identified the problems we found with training, supervisions and appraisals. During this inspection we found quality assurance systems were thorough. The registered manager reviewed all care records and daily notes completed by care workers. We saw evidence that feedback was obtained by people using the service and the results of this was positive.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service effective?

We found that action had been taken to improve the effectiveness of the service. Improvements had been made to ensure that the provider was meeting the requirements of the Mental Capacity Act 2005 and protecting people's rights.

Staff received an induction, and were receiving supervision to support them in their role. Annual appraisals had been arranged for all staff.

We could not improve the rating for effective from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires Improvement** ●

### Is the service well-led?

We found action had been taken to improve how well led the service was. Quality assurance systems had been improved and senior staff were monitoring training and development closely.

We could not improve the rating for well led from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires Improvement** ●

# Professional Angels 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 undertook an announced focused inspection of Professional Angels Ltd on 31 May 2016. We gave the provider 48 hours' notice of our inspection as we wanted to be sure that someone would be available. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection on 4 January 2016 had been made. The team inspected the service against two of the five questions we ask about services: is the service effective and is the service well- led? This is because the service was not meeting some legal requirements at our previous inspection.

Prior to the inspection we reviewed the information we held about the service. We looked at a sample of three people's care records, four staff records and records related to the management of the service. We also spoke with two care workers, the registered manager and another member of senior staff.

# Is the service effective?

## Our findings

At our previous inspection we found the provider was not always meeting the requirements of the Mental Capacity Act (2005 (MCA). The MCA provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that as far as possible people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

At our last inspection, we found two care records where documentation was signed by the person's next of kin. Senior staff told us this was because these people lacked the capacity to do so themselves. However, mental capacity assessments had not been completed and there was no evidence that the next of kin signing the documentation had the legal authority to do so on their behalf.

At our recent inspection we checked three care records. All records included details and documentation about the person's Lasting Power of Attorney and we saw that decisions were made in consultation with them in accordance with the requirements of the MCA.

We spoke with care workers about their understanding of the issues surrounding consent and the MCA. Care workers explained what they would do if they suspected a person lacked the capacity to make a specific decision. They described possible signs people could demonstrate if they lacked capacity and told us they would report this to their manager.

At our previous inspection we found supervisions were not taking place consistently for staff members. During this inspection we found supervisions were now taking place consistently. Care staff told us they felt well supported, and were now receiving regular supervision of their competence to carry out their work. One care worker told us "I feel really well supported. I can discuss my development in the supervision sessions." Senior staff told us and care workers confirmed that supervisions were now taking place every two months. We looked at four employee files and saw records of supervisions that were taking place.

At our previous inspection we found appraisals were not consistently taking place for staff members. During this inspection we found some appraisals had taken place and some other appraisals were scheduled to take place. We spoke with three care workers and of the three two told us their appraisals were scheduled to take place and one told us their appraisal had taken place.

At our previous inspection we found staff had not received training from Professional Angels in medicines administration. At our recent inspection we saw records to indicate that all staff had completed medicines administration training and the care staff we spoke with confirmed this. Care staff were aware of their responsibilities when administering medicine and gave good feedback about the training being delivered. One care worker told us "The seniors are really hot on training. We're getting a lot."

Although we found that concerns had been addressed, work was still in progress and sufficient time had not passed to assure us that these improvements could be sustained. Therefore we have been unable to change

the rating for this question. A further inspection will be planned to check if improvements have been sustained.

## Is the service well-led?

### Our findings

At our previous inspection we found the organisation did not have effective systems in place to monitor the quality of the service. Staff did not have regular supervisions and appraisals of their performance and care workers confirmed this. This meant the management of the organisation could not be assured that staff members were getting the support they needed to carry out their role.

During this inspection we found senior staff were monitoring staff training and development closely and care staff commented on this. One care worker told us "They're [senior staff] really good. I can always speak to them about training or if I have any other issue. I feel really well supported to carry out my role." Senior staff were able to provide evidence of what training care staff had completed and what people's training needs were. The registered manager reviewed all care records and daily notes completed by care workers. Where issues were identified, the registered manager raised these directly with the care worker involved. We saw evidence that feedback was obtained by people using the service in the form of questionnaires and the results of this was positive.

Although we found that concerns had been addressed, work was still in progress and sufficient time had not passed to assure us that these improvements could be sustained. Therefore we have been unable to change the rating for this question. A further inspection will be planned to check if improvements have been sustained.