

Diamond Resourcing Plc

# Better Healthcare Services (London)

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

This inspection took place on 6 April 2017 and was announced.

At our previous inspection on 10 and 11 February 2016 a breach of legal requirements was found. After the inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to notifications.

We undertook this focussed inspection to check that they had followed their plan and to confirm that they now met the legal requirements in relation to the breach found. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Better Healthcare Services (London)' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

There was a branch manager at the service who was in the process of applying to be a registered manager. The registered manager at the previous inspection was no longer working for the provider. 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.

Better Healthcare Services (London) is a domiciliary care agency which provides live in care for people in their own homes. This service is managed from the head office based in London, but also receives support from its regional offices located throughout the United Kingdom. At the time of our inspection the service was providing personal care and support to 15 people.

At our previous inspection we found that the provider did not always notify the CQC of notifiable incidents.

At this inspection, we found that improvements had been made.

The provider was aware of the type of incidents that they were required to notify the Care Quality Commission (CQC) of and had reviewed their notifications procedure. Records of the notifications were kept with additional information added as investigations were carried out.

## 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?

Good ●

We found that action had been taken to improve how the service was run.

The CQC had received formal notifications of incidents that had occurred. The findings from the previous inspection had been discussed and a notification procedure had been introduced.

This meant that the provider was now meeting the legal requirements and we have improved the rating for this question from requires improvement to good.

# Better Healthcare Services (London)

## **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.

We undertook this focussed inspection on 6 April 2017 and it was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in.

This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our inspection on 10 and 11 February 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service Well led? This was because the service was not meeting some of the legal requirements.

The inspection was carried out by one inspector.

Before the inspection, we looked at the information we held about the service. This included notifications of significant incidents reported to the Care Quality Commission (CQC) and the last inspection report published on 13 April 2016. During our inspection, we spoke with the regional director and the branch manager and reviewed key documents in relation to the management of notifications.

# Is the service well-led?

## Our findings

At our previous inspection that took place on 10 and 11 February 2016, we found the provider had failed to send in statutory notifications to the Care Quality Commission (CQC) as required.

At this inspection we found that improvements had been made. The provider was now meeting the regulation.

We reviewed their records of incidents that had taken place since the previous inspection. The provider kept a log of these along with supporting documents such as correspondence with relevant local authorities and statements from members of staff involved. The provider had submitted notifications to the CQC for relevant incidents and knew under what circumstances to submit a notification to us.

We saw their action plan that was implemented after the last inspection. It highlighted that not all incidents had been reported to the CQC and that branch managers throughout the whole organisation were given information to make them aware of their responsibilities in submitting statutory notifications. Statutory notification guidance for registered provider's booklets had been made available to managers and a copy was kept in their notification file.

We saw minutes from a management meeting which discussed the outcomes of the previous inspection and highlighted what incidents needed to be notified to the CQC and when. There was also guidance for staff on how to do this.

We spoke to the branch manager about their responsibilities in relation to notifications. They said, "We always speak with managers about any incident that is reported to us and discuss if it needs to be notified."