

Kent Social Care Professionals Limited

Kent Social Care

Professionals Trading As

Bexley SCP

Inspection report

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30 December 2016

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an announced comprehensive inspection of this service on 21 and 22 September 2016 due to concerns raised about the care and support provided. Breaches of legal requirements were found in respect of medicines not always being managed safely and complaints were not handled in line with the provider's policy. There were ineffective systems to monitor the quality of the service in relation to risks; this included the Electronic Call Monitoring (ECM) system and internal audits. We took enforcement action and served a Warning Notice against the more serious breach that we found in respect of quality monitoring.

We gave the provider until 31 October 2016 to ensure they complied with the Warning Notice to meet the fundamental standards in respect of quality monitoring. We carried out this focused inspection on 30 December 2016 to check that the service was now compliant with this regulation. We will follow up on the other breaches of legal requirements in relation to medicines management and complaints at a later date.

At this focused inspection, we looked at aspects of the key question Well Led. This report only covers our findings in relation to the focused inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Kent Social Care Professionals Trading as Bexley SCP' on our website at www.cqc.org.uk.

Kent Social Care Professionals Ltd – Bexley SCP is a domiciliary care agency that provides care and support for people living independently in the London Borough of Bexley and the surrounding areas. At the time of this inspection on 30 December 2016, 129 people were using the service.

The service did not have a registered manager in post. A branch manager had been recruited in October 2016 but left the service within the month. There was a new branch manager in post at the time of this inspection and they were in the process of registering with the CQC to be the registered manager for 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 this inspection, we found that action had been taken to improve the quality monitoring of the service. The ECM system was being utilised to establish the reasons why care workers had not attended calls at scheduled times in order to learn from any problems and reduce possible risks. Records were made on the ECM system to explain why the people using the service had not received their calls at the scheduled times. Regular audits to monitor quality across the service had been carried out to identify shortfalls and these were acted on in a timely manner. However, these changes were relatively recent and we were not able to judge consistency or the reliability of these improvements at this inspection. We have therefore not changed the rating for the key question Well Led. The overall rating remains the same. We will check on improvements at our next inspection.

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?

There had been some improvements to the quality monitoring systems. There were systems in place to monitor the quality and safety of the service. Internal audits were carried out to ensure that there was a system in place to identify any shortfalls.□

These changes were relatively recent and we were not able to judge consistency or the reliability of these improvements at this inspection. We have therefore not changed the rating for the key question Well Led. Therefore the overall rating remains the same.

Requires Improvement ●

Kent Social Care Professionals Trading As Bexley SCP

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 a focused inspection of Kent Social Care Professionals Ltd – Bexley SCP on 30 December 2016. We gave the provider 48 hours' notice of the inspection. We did this because we wanted to be sure the manager would be available. This inspection was carried out to check that the provider had complied with the enforcement action taken to meet legal requirements in respect of quality monitoring after our comprehensive inspection on 21 and 22 September 2016. We inspected the service against part of one of the five questions we ask about services: is the service well led. This is because the service was not meeting legal requirements in relation to parts of this question at the last inspection.

The inspection was undertaken by one inspector and was unannounced. Before the inspection, we reviewed the information we held about the home. We spoke with the four people who used the service, the new branch manager and the regional manager and staff. We looked at the ECM system and audits undertaken to monitor the quality of the service.

Is the service well-led?

Our findings

At the last inspection on 21 and 22 September 2016 we had found breaches of regulations as the provider did not have effective systems in place to assess, monitor and improve the quality and safety of the service and improvement was needed. This included the Electronic Call Monitoring (ECM) system not being utilised to record and monitor late and missed calls., The provider had not taken appropriate action to investigate why care workers had not arrived and stayed for the scheduled times and internal audits not being carried out.

We took enforcement action and served a warning notice requiring the provider to meet the fundamental standards by 31 October 2016.

At this inspection, we found that the provider had made improvements to the way the quality of the service was monitored. The ECM system was utilised to check that care workers attended calls at the scheduled times. During our inspection, we did not see any alerts that flagged up to highlight that staff were late or had missed a call that day.

People we spoke with told that on overall they received their calls on time. One person told us "On the whole they are usually on time, I can't grumble." Another person told us "They are always on time, I have a regular care worker and am happy with the them. "However a third person said "I still occasionally receive a late call and have had to get myself ready."

We looked at calls for the month of December 2016 and although one person had said they received the occasional late call we saw that if a care worker was late, clear notes were recorded on the ECM system to explain that the client had been contacted and reasons for the late call. For example, on Christmas day we saw that a care worker had contacted the office to report that they were going to be late attending their next client as they had been held up at the call they were attending. We saw the ECM system recorded this call from the care worker and the reasons they would be late. We saw the office had contacted the client to let them know that their care worker would be slightly late in attending their call.

We spoke the manager about late and missed calls who told us that if a call was going to be very late which could potentially put people at risk then another care worker would be deployed to cover the call. The manager also said that since the last inspection that great improvements had been made in reducing the number of late and missed calls. Also a dedicated ECM officer had been recruited and would be taking up their post in January 2017. The manager said that the ECM officer would solely be responsible for monitoring the ECM system, which would quickly and effectively identify any late or missed calls. This would also give both care workers and people who used the service a clear single point of contact. It would also enable the provider to establish themes with regards to late or missed calls and learn from this.

We saw that since our last inspection the provider had carried out an internal audit of the service in November 2016 to monitor the quality across the service. This included an audit of staff files, complaints, accidents, risk assessments and care files. We saw that the provider had identified shortfalls and had an

action plan in place to action issues found. For example, the audit identified that one person's care file highlighted that it did not include the equipment the person needed to mobilise. We saw that the care file had immediately been updated following the audit to include this information.

However, these changes were relatively recent and we were not able to judge consistency or the reliability of these improvements at this inspection. We have therefore not changed the rating for the key question Well Led. Therefore the overall rating remains the same. We will check on improvements at our next inspection.