

# C.T.C.H. Limited

# Parton House

## Inspection report

Parton Rd, Churchdown,  
Gloucester , GL3 2JE  
Tel: 01452856779  
Website: [www.ctch.co.uk](http://www.ctch.co.uk)

Date of inspection visit: 18 September 2015  
Date of publication: 30/09/2015

## Ratings

### Overall rating for this service

Requires improvement



### Is the service safe?

Requires improvement



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 20 April 2015 at which breaches of legal requirements were found. This was because the registered person had not protected people against the risks associated with their care and support being provided safely and they had not protected people against the risks of employing unfit or proper staff.

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 18 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 'Parton House' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Parton House had a registered manager. 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 focused inspection on 18 September 2015 we found the provider had followed the action plan which they had told us would be completed by 31 July 2015 and legal requirements had been met. People who needed help with moving and transferring were supported by staff who had completed additional practical training. Staff were observed in these tasks to make sure they were confident and competent. People's care records were kept up to date with changes in their moving and handling needs to make sure this was done as safely as possible. Health care professionals were involved when needed and the appropriate equipment was provided.

People were protected from the risks of inappropriate care because the staff recruitment process made sure all checks and records required by law were in place.

# Summary of findings

Recruitment procedures had been reviewed and further checks had been introduced to make sure the reason why staff left former employment with children or adults was checked and verified.

# 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?

We found that action had been taken to improve safety. Staff had completed additional training in the safe moving and handling of people and their competency to carry out these tasks was closely monitored. People's care records had been reviewed and updated to reflect changes in their moving and handling needs.

Robust recruitment procedures were in place to verify reasons why staff left any former employment with children or adults.

This meant 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 safe at the next comprehensive inspection.

**Requires improvement**



# Parton House

## 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 Parton House on 18 September 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 20 April 2015 had been made. We inspected the service against one

of the five questions we ask about services: is the service safe? This is because the service was not meeting legal requirements in relation to that question. The inspection was undertaken by one inspector and was unannounced.

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 the visit we spoke with the registered manager and four staff. We observed five people being supported in the lounge and spoke with them about their care. We looked at the records for two new members of staff, training records and the care plans for two people.

# Is the service safe?

## Our findings

At our comprehensive inspection of Parton House on 20 April 2015 we found the registered person had not protected people against the risks associated with providing safe care and support. People were put at risk by unsafe moving and handling procedures. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Registration) Regulations 2014.

At our focused inspection on 18 September 2015 we found the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 12 described above. All staff had completed additional training in the moving and handling of people living at the home. This had focused on people's individual needs when being transferred by staff from their bed, wheelchair or chairs. This practical guidance had covered the use of equipment provided for people such as sliding sheets or standing aids. The registered manager confirmed observations of staff carrying out moving and handling tasks were being completed as part of their on going professional development. We observed staff correctly supporting two people to transfer from their chairs to wheelchairs. One person told us they always had two members of staff to help them transfer into their wheelchair.

People's care records identified the risks to them of any moving and handling tasks or transfers. Their care plans

had been reviewed and updated to reflect any changes in their needs. For example, one person occasionally needed to be hoisted when unwell. There was evidence referrals had been made to health care professionals to reassess people's moving and handling needs. Equipment was provided when needed to keep people as safe as possible.

At our comprehensive inspection on 20 April 2015 we found people were not protected against the risks of staff being employed who were unfit or not of good character. The reason why staff had left former employment when working with children or adults had not been verified. This was a breach of Regulation 19 of the Health and Social Care Act 2008 (Registration) Regulations 2014.

At our focused inspection on 18 September 2015 we found the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 19 described above. We looked at the recruitment records for two new members of staff. The recruitment and selection checklist had been changed to prompt further investigation with previous employers into the reasons why staff had left their employment. There was evidence this had been looked into and a full record provided to explain why staff had left. The registered manager had to confirm on the checklist that these checks had been carried out. There was also evidence that verbal checks had been completed to clarify information supplied in written references. Robust checks were now in place to minimise the risks of employing unsuitable staff.