

Healthcare Nationwide Limited

Healthcare Nationwide Ltd t/ a Healthcare Assist

Inspection report

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Date of inspection visit: 29 October and 02
December 2015
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Ratings

Overall rating for this service

Inadequate



Is the service well-led?

Inadequate



Overall summary

We carried out this focused inspection on 29 October and 02 December 2015. We gave the provider 48 hours' notice of the inspection so we could be sure that they were in for our inspection.

This was a follow-up inspection as we have issued a Notice of Decision for the provider not to provide personal care following our last inspection in May 2015. The service was rated as 'Inadequate' and placed into 'Special measures' by the Care Quality Commission (CQC).

We found that the service had breached the Notice of Decision by providing personal care for the two people who used the service.

The provider had not displayed the 'CQC Ratings' at the registered office or on their website.

We are taking enforcement action and will report on this once it is complete.

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 well-led?

The service was not well- led

The provider had breached the conditions of their registration by failing to comply by the Notice of Decision issued in May 2015.

The provider did not display the 'CQC Ratings' so people can easily see the quality of the service.

Inadequate



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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 focused inspection was a follow –up after the service was placed under ‘special measures’ following our last inspection of 19 May 2015. The service has an overall rating of ‘Inadequate’. A Notice of Decision to impose a condition on the registration as a service for the provider in respect of the Regulated Activities (Personal Care) was issued with immediate effect on 22 May 2015 and stated: **“You must not provide the regulated activity of Personal Care to any person who is not an existing service user as at the date the condition takes effect.”**

This inspection took place on 29 October 2015 and it was conducted by two inspectors. 48 hours’ notice of the inspection was given because we needed to be sure that there would be someone in the office. A second visit took place on 02 December 2015 by one inspector.

Before the inspection, we reviewed information we held about the service, including the notifications they had sent us. A notification is information about important events which the provider is required to send to us. We had received notification by Luton Borough Council that they believed that a person using direct payments was purchasing care from Healthcare Assist.

During the office visit, we spoke with the provider and the registered manager. We also spoke with the Local Authority to ensure that people who used the service would continue to receive care and support from another provider.

We evidenced from the care records that two people were receiving personal care each day since July 2015.

Is the service well-led?

Our findings

We found evidence that the service was providing personal care for two people which commenced in July 2015. Therefore, the provider was in breach of the condition imposed in the Notice of Decision issued on 22 May 2015.

We evidenced from the care records that two people were receiving personal care each day since July 2015. Care plans were in place including contracts between the agency and people receiving the service.

We evidenced that other members of staff had also been providing personal care to the service users which they had confirmed by signing the daily care logs. The manager said that the members of staff used to provide care were not employed by Healthcare Assist but were provided to them as agency staff from the provider's recruitment agency, Healthcare Nationwide which is not regulated by CQC. However there was paperwork provided by the Registered Manager that recorded that formal supervision and appraisal had been carried out for the staff member. When asked to see the staff file the registered manager told us they did not employ the staff member concerned but they were employed by Healthcare Nationwide the recruitment agency. On 02 December we found evidence of payments to the agency and staff in relation to the provision of personal care for the people using the service.

We noted that the 'CQC Ratings' had not been displayed at the office or on the provider's website. The manager said that the two people who used the service were aware of the inspection report as the findings had been published in the local newspapers. They also said that they had explained to people about the service being placed into 'Special Measures'. But we found no evidence in the care records or during their initial assessment visit to indicate that they had been informed of the service's current overall rating or the Notice of Decision issued to the provider.

This was a breach of Regulation 20A of the Health and Social care Act 2008 (Regulated Activities) Regulations 2014

At the time of the inspection we contacted Luton Borough Council Social Services and discussed with them that the provider for Healthcare Assist would not be able to provide a service to the two service users as they were unable to carry on the regulated activity and they agreed that they would ensure that both service users would be supported as from the next day from other service provider. Therefore, both service users would not be at risk of not receiving a service and that their needs would be met.

This section is primarily information for the provider

Enforcement actions

The table below shows where legal requirements were not being met and we have taken enforcement action.

Regulated activity

Personal care

Regulation

Section 33 HSCA Failure to comply with a condition
Failure to comply with the Notice of Decision

The enforcement action we took:

We are taking enforcement action and will report on this when the action is complete.

Regulated activity

Personal care

Regulation

Regulation 20A HSCA (RA) Regulations 2014 Requirement as to display of performance assessments
The 'CQC Ratings' had not been displayed at the registered location nor on the provider's website

The enforcement action we took:

We are taking enforcement action and will report on this when the action is complete.