

Mrs Amanda Jackson

Fountains Homecare

Inspection report

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Overall summary

We carried out an announced comprehensive inspection of the service in January 2015. Breaches of legal requirements were found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010 Supporting staff. The provider had not ensured staff received appropriate, training, professional development and supervision.

Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers. The provider did not operate effective recruitment procedures.

We undertook this focused inspection 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 those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Fountains Homecare on our website at www.cqc.org.uk.

We contacted the registered manager 48 hours before we carried out the inspection. This was because the service provides domiciliary care and we needed to be sure that someone would be present at the time of our inspection.

Fountains Homecare is a domiciliary care agency which provides personal care for people living in their own homes to meet their individual social care needs and circumstances. At the time of the focused inspection there were six people using the service who required personal care. The service has a registered manager and the service is office based in Hurworth, County Durham.

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 the last inspection on 5,6 January 2015, we asked the provider to take action to make improvements on staff safety checks and staff training and we found that these actions were complete.'

You can see what action we told the provider to take at the back of the full version of the report.'

As part of the focused inspection we spoke to the registered manager and also two members of the staff team. We looked at evidence including: staff safety check records, service user feedback questionnaire responses, staff training records, quality check information, staff supervision records and minutes of team meetings.

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.

We found that the staff had been recruited safely following procedures, and the appropriate checks had been carried out by the registered manager on the staff.

Is the service effective?

We found that action had been taken to improve the effectiveness of the service.

We found the service had made arrangements to make sure that the staff employed were receiving the appropriate training for professional development to carry out their roles effectively.

We established that the staff were supervised effectively and had regular one to one sessions and team meetings with the registered manager.

Is the service well-led?

We found that action had been taken to improve how the service is Well-led

We found that appropriate record keeping was in place regarding staff recruitment.

We found that sufficient quality checks were in place and carried out regularly by the registered manager.

Fountains Homecare

Detailed findings

Background to this inspection

We carried out this focused 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 Fountains Homecare on 21 August 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our January

2015 inspection had been made. The team inspected the service against three of the five questions we asked about services: is the service safe, effective and well-led. This was because the service was not meeting some legal requirements.

Before we visited the service we checked the information that we held about this location and the service provider. We checked all safeguarding notifications raised and enquires received. No concerns had been raised since their last inspection on 5 and 6 January 2015.

During this inspection, we checked to see what improvements had been made since our last inspection.

Is the service safe?

Our findings

At the last comprehensive inspection the service was in breach of Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers. The provider did not operate effective recruitment procedures.

At this focused inspection we found that all staff members had been recruited safely and the registered manager was following a robust recruitment policy that ensured that all the appropriate checks had been carried out on all members of staff and this was evident in all the staff records that we saw.

As well as the disclosure and barring service checks, we saw in the files that appropriate identification information was recorded in line with safe staff recruitment procedures.

We saw that there was sufficient references obtained for the staff in place and these were recorded in the staff files.

We saw there was an induction process in place for staff and that there was a probation period for new starters. New

starters were then monitored closely by the registered manager to ensure that the probation process was carried out effectively and the staff had the right skills and knowledge to carry out their role safely.

We saw that monthly team meetings had taken place. During these meetings staff were given the opportunity to discuss the support and care they provided to people and guidance was provided by the registered manager regarding the quality of care and discussions around any difficulties or concerns staff had. When we spoke with staff, they said these meetings were important to them, as they provided everyone with a good opportunity to “touch base” and voice any concerns, share information and resolve any safety issues relating to people’s changing care needs.

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

Is the service effective?

Our findings

At the last comprehensive inspection we found the service was in breach of Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010 Supporting staff. The provider had not ensured staff received appropriate, training, professional development and supervision. When we arrived at Fountains Homecare we spoke with the registered manager. Who confirmed that improvements had been made with staff training and that all staff employed at the service had begun to receive appropriate training in numerous areas to aid personal development and to carry out their roles effectively.

We looked at all the staff training records this showed us staff were supported to maintain and develop their skills through training and development activities. The staff we spoke with confirmed they attended both face to face and e-learning training to maintain their skills. They told us they had regular supervisions with the registered manager, where they had the opportunity to discuss their care practice and identify further training needs. We also viewed records that showed us there were robust recruitment processes in place.

During the inspection, we looked at the care staff records. We saw that all staff had received an induction to the organisation and their role and records were in place to identify training needs. A number of relevant training courses had been carried out and certificates were stored

in the records and more development courses were planned. For example, one member of staff had enrolled on an NVQ level 3 course and the registered manager had begun NVQ level 5 training.

We found training certificates within the staff training records that provided us with evidence that improvements had been made since our last inspection visit We saw staff had completed a variety of training courses relating to health and safety for example: safeguarding, first aid and manual handling.

When we spoke with two members of staff, they understood what was expected of them. They confirmed there were clear transparent processes in place for them to account for their decisions, actions, behaviours and performance through supervision and appraisal. The care staff told us that they had received relevant training and were offered opportunities to develop further to enable them to carry out their role effectively. One staff member told us “I like the online training as I can get on without any distractions, the moving and handling course was very useful and I’ve been able to put it into action” “ I even had a go in a hoist to understand what it feels like for our clients”

From looking at staff records this showed us that staff received the relevant support within their role and the tasks they carried out. This was reflected in the team meeting minutes and supervision records.

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

Is the service well-led?

Our findings

At the last comprehensive inspection we found the service was in breach of Regulation 23 HSCA 2008 (Regulated Activities) Regulations 2010 Supporting staff. The provider had not ensured staff received appropriate, training, professional development and supervision.

At the time of our inspection visit, the home had a registered manager in place that had been in post at the previous inspection. A registered manager is a person who has registered with CQC to manage the service.

We found the registered manager carried out regular spot checks on care staff to supervise them delivering a service and to ensure that standards were being met. This was evident in the staff records and after speaking with care staff this practice of supervision was corroborated.

The two members of staff we spoke with told us they felt the spot check system that was in place worked very well and they were happy with how this was carried out as it ensured quality in the delivery of care. One staff member told us “spot checks are better because anyone can put on a show.”

Team meetings were organised by the registered manager and took place monthly this was evident from speaking

with the registered manager and staff and checking the minutes of the meetings. We found that the team meetings were used as an effective means of communication discussing; quality of care, people’s individual needs, appearance of staff and professionalism. We saw that staff handovers took place to ensure effective communication that promoted continuity of care for people who used the service.

We saw that three different types of quality assurance questionnaire took place at different intervals: annual, follow up then at random times. These were completed by the people who used the service to enable them to share their views and reflect to the registered manager the quality of care received.

In the quality assurance questionnaires that we looked at we could see that people who used the service were asked for their views about their care and treatment. In the responses we saw the results had been positive and one service user commented “I could not fault the carer she was brilliant and I would highly recommend her.”

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.