

Medcom Personnel Ltd

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Inspection report

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23 November 2022

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21 December 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Medcom Personnel Ltd is a domiciliary care service providing care and support to people in their own homes. They were providing a service to 50 people at the time of our inspection. CQC only inspects where people receive personal care. Where they do we also consider any wider social care provided.

People's experience of using this service and what we found

We received information raising concerns about staff recruitment and in particular recruitment of overseas staff. Concerns were raised about the support staff received from the provider. This was a targeted inspection to identify if staff had been recruited safely.

Staff were recruited safely and were suitable to work with people requiring care. Staff received an induction, training and supervision suitable for their role. Staff told us they felt supported by the senior team.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection: The last rating for this service was good (published 21 August 2021)

Why we inspected

The inspection was prompted due to concerns received about recruitment processes for staff members. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection people were at risk of harm from this concern. Please see the safe section of this report.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Medcom Personnel Ltd

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a concern we had about recruitment practices.

Inspection team

This inspection was undertaken by one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

What we did before inspection

We reviewed information we had received about the service since the last inspection.. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with six members of staff including the registered manager. We reviewed three staff files and

training records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about staff recruitment. We will assess the whole key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Recruitment processes were followed that meant staff were checked for suitability before being employed by the service. This included checks with the Disclosure and Barring Service (DBS). DBS checks provide information including details about convictions and cautions held on the Police National Computer. The information helps employers make safer recruitment decisions.
- The service had recruited staff from overseas and appropriate checks and visas were in place to support this. The regional manager told us, "All staff shadow a more experienced member of staff." A staff member told us, "The company has been helpful. They told me everything I needed to know prior to coming. So far I am very happy."
- Staff received training suitable for their role. One staff member said, "There was a lot of training. I am overwhelmed with support; they spot check my work and I have been pleased with the mentorship." The registered manager told us, "We complete a 13 week induction prior to staff starting work."
- There were enough staff available to safely meet people's needs. One staff member said, "I have enough time with people. We are sent an itinerary for the calls and the clients. We have time to chat to people when we are there."