

Shy Lowen Care Limited

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Inspection report

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Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service responsive?

Good 

Overall summary

We carried out an announced comprehensive inspection of this service on 29 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 breaches of Regulation 20 HSCA 2008 (Regulated Activities) Regulations 2010, Records (which corresponds to Regulation 17(2)(d) HSCA 2008 (Regulated Activities) Regulations 2014 Good Governance). There was also a breach of Regulation 21 HSCA 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers (which corresponds to Regulation 19 HSCA 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed).

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 Shy Lowen Care Limited on our website at www.cqc.org.uk

People received care which reflected their individual needs, aspirations and wishes. Their care records clearly summarised the support they received and reflected any changes in their needs. Any risks were minimised and risk assessments indicated how hazards were managed to keep people safe. People's records had been discussed with them and were produced in formats appropriate to their needs using plain English and pictures. Quality assurance processes monitored and audited care records to make sure they were up to date.

People were protected from the risks of inappropriate care because staff recruitment now made sure all checks and records required by the Care Quality Commission were in place for existing staff and would be obtained for any new staff.

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?

The service was safe. We found that action had been taken to improve safety. People's risks had been assessed and records stated how these were managed to keep people safe.

People were protected by safe recruitment processes which checked on the fitness and competency of staff to support them.

Good



Is the service responsive?

The service was responsive. We found that action had been taken to improve the responsiveness of the service.

People received individualised care which reflected their wishes, aspirations and needs as described in their care records. These were monitored and reviewed as their needs changed.

Good



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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 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 Shy Lowen Care Limited on 8th June 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 29 January

2015 inspection had been made. We inspected the service against two of the five questions we ask about services: is the service safe, is the service responsive? This is because the service was not meeting some legal requirements.

This inspection was undertaken by one inspector. During our inspection we spoke with the registered manager and nominated individual. After the last inspection they had sent us copies of care plans and other records they had introduced to make sure they were meeting legal requirements. During this inspection we looked at these records. We checked the care records for one person and recruitment and selection records for two staff.

Is the service safe?

Our findings

At the inspection on 29 January 2015 we found risks had been minimised to keep people safe and free from harm but had not been recorded. For example, using the cooker posed a problem and so support from staff was provided to prevent injury. An accurate record of the risks people faced and the action taken to prevent injury was not being kept. This was a breach of Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 (which corresponds to Regulation 17(2)(d) HSCA 2008 (Regulated Activities) Regulations 2014 Good Governance).

People were being protected against the risk of potential harm. Risk assessments had been put in place which described any risks or hazards they may face and how these had been minimised. Policies and procedures supplemented these providing staff with clear guidance about their roles, responsibilities and how they were to keep people safe from harm. People had been involved in discussions about the risks they faced and how to stay safe. They had signed their records.

At the inspection on 29 January 2015 we found people had been put at risk by unsafe recruitment procedures. The fitness of staff to carry out their roles and responsibilities had not been verified potentially putting people's safety at risk. This was a breach of Regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 (which corresponds to Regulation 19 HSCA 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed).

People were being supported by staff who had been thoroughly checked to make sure they were of good character and were competent to carry out their roles. No new staff had been appointed since our last inspection. Recruitment and selection records for two existing staff had been reviewed and additional records obtained. For example, references had been requested from previous adult social care employers. When they had not responded additional references had been requested to ascertain the character of staff. Where there had been gaps in employment history these had been researched and a full employment history had been completed.

Is the service responsive?

Our findings

At the inspection on 29 January 2015 we found the provider had not developed a care plan which stated how care should be provided. The lack of an accurate care plan to guide staff about the support being provided could potentially put people at risk of unsafe or inappropriate care. This was a breach of Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 (which corresponds to Regulation 17(2)(d) HSCA 2008 (Regulated Activities) Regulations 2014 Good Governance).

People received individualised care which reflected their wishes, likes, dislikes and routines important to them as

described in their care plans. Care records had been discussed with people, who had signed them. The care plans were produced in a format accessible to people using plain English, pictures and symbols. People's care records were supplemented with health action plans and supporting records which confirmed their access to health care appointments in response to changes in their needs. This ensured staff had access to up to date information to provide consistent care. Care plans were monitored and audited to make sure they were being kept up to date. People and those important to them were involved in reviewing their care records to make sure they continued to receive care the way they wished to receive it.