

Gentlecare (UK) Limited

# Gentlecare (UK) Limited - London

## Inspection report

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22 December 2016

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 9 and 15 February 2016 at which a breach of legal requirements was found. This was because the provider did not always ensure risks to people were identified and appropriately managed.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook an announced focused inspection on the 22 December 2016 to check they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to the safe topic area. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Gentlecare (UK) Limited – London on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our last inspection in February 2016 we rated the service good in the four topic areas; effective, caring, responsive and well-led and good as the overall rating. The service was rated requires improvement in the topic area safe.

Gentlecare (UK) Limited - London is registered to provide the regulated activity personal care to people in their own homes

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission [CQC] 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 our focused inspection on the 22 December 2016, we found that the provider had followed their plan and legal requirements had been met. The provider had taken action to address our concerns about the way risks to people were managed.

We found risk assessments had been updated and risks were identified according to people's specific care needs. There were risk management plans in place so risks were managed so that people were safe and their freedom supported and protected. Copies of risk assessments were kept at people's homes to ensure care staff were able to access them as required.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

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

Risks to people were identified and managed so that people were safe and their freedom supported and protected.

# Gentlecare (UK) Limited - London

## **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 Gentlecare (UK) Limited on 22 December 2016 to check that the provider had made improvements to meet legal requirements after our inspection on 9 and 15 February 2016. The provider was given 48 hours' notice because the location provides a domiciliary care service. We wanted to make sure they would be available for our inspection. 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. Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During the inspection we spoke with the registered manager. We checked ten people's care plans and reviewed ten risk assessments.

# Is the service safe?

## Our findings

At our comprehensive inspection on the 9 and 15 February 2016 we found risk assessments did not clearly reflect the potential risks to people which could mean risks were not being appropriately managed.

This was a breach of the Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection 22 December 2016 we found that the provider had followed the action plan they had completed to meet shortfalls in relation to the requirements of Regulation 12 described above.

During this inspection, we reviewed ten risk assessments. We found the risk assessments had been updated and provided detailed information so that people were safe and their freedom supported and protected. Risks to people were assessed and identified according to people's specific needs. Individual risk assessments were completed for each person using the service in relation to mobility, moving and handling, medicines, specific medical conditions, sight, hearing, swallowing, falls and skin integrity. The level of each risk was assessed to establish whether it was low, medium or high. Records showed that any risks assessed as being high or medium there was now a risk assessment management plan in place. These included preventative actions that needed to be taken to minimise risks as well as clear and detailed measures for care workers on how to support people safely. The assessments outlined what people could do on their own and when they required assistance.

We noted that when it was found a person needed support with their mobility, guidance had been put in place to minimise the risk of the person falling. The guidance included 'My care worker to always remind me to use my zimmer frame to sit and stand.' Another risk assessment included guidance to help a person who had a visual impairment, the guidance included 'My care worker must never move any of my furniture as I rely on these being in the same place so I can mobilise around my flat.' One risk assessment also highlighted care workers needing to be careful when providing personal care to a person with arthritis. The assessment stated 'As my limbs are stiff, please ensure that you are gentle and aware that I may be in pain when moving and handling and whilst washing and dressing'. Risk assessments helped ensure people were supported to take responsible risks as part of their daily lifestyle with the minimum necessary restrictions.

Risk assessments had also been carried out of people's home environment to ensure care staff were working and caring for the person in a safe environment. The home environment risk assessment included assessment of risks including poor lighting, trip hazards and other safety and security issues.

Records showed risk assessments were reviewed and were updated when there was a change in a person's condition. Copies of risk assessments were kept at people's homes to ensure care staff were able to access them as required. The registered manager also told us and records showed that risk management was discussed with staff during team meetings and supervision to ensure they were aware of risks to people and were able to support people safely and keep them from harm.