

Crossroads Care Braintree District And Chelmsford

Crossroads Care Braintree District and Chelmsford

Inspection report

8 Park Farm
Witham Road, Black Notley
Braintree
Essex
CM77 8LQ

Date of inspection visit:
22 November 2016

Date of publication:
22 December 2016

Tel: 01376529985

Website: www.braintrecrossroadscare.org

Ratings

Overall rating for this service

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

During our comprehensive announced inspection on 12 September 2016, a breach of legal requirements was found. We found that a complete and contemporaneous record in respect of each service user was not being kept. This was caused by quality control and auditing systems not being in place. This was a breach of regulation 17 (2) (b) (c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We undertook this focused inspection to check whether improvements had been made and legal requirements were being met. This report only covers our findings in relation to the outstanding breach of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Crossroads Care Braintree District and Chelmsford Limited on our website at www.cqc.org.uk.

Crossroads Care Braintree District and Chelmsford provides a choice of sit in respite care and personal care to people who live in their own homes. This is in order for people to have company and remain safe whilst their family members have a break from being main carer, as well as supporting people with personal care and to maintain their independence.

There was a registered manager in post. 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.

This inspection was announced and took place on 22 November 2016.

During this inspection, we found that improvements had been made to the systems in place within the service. Quality control and audit systems had been implemented to keep care plans and risk assessments up to date and relevant to people's needs.

While improvements had been made we have not revised the rating for the key questions; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating at the next comprehensive inspection.

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?

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

We found quality assurance and audit systems had been implemented for care plans and risk assessments. This was an improvement since our last inspection but required further time to become embedded.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for well-led at the next comprehensive inspection.

Requires Improvement ●

Crossroads Care Braintree District and Chelmsford

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 a focused inspection of Crossroads Care Braintree District and Chelmsford on 22 November 2016. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 12 September 2016 had been made. We inspected the service against one of the five questions we ask about services: is the service well- led. This is because the service was not previously meeting legal requirements in relation to this domain.

The inspection was announced and the inspection team consisted of one inspector. The provider was given 48 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in the office.

During our inspection we spoke with the registered manager. We looked at the quality control and audit systems that had been implemented and we reviewed three people's care plans and risk assessments.

Is the service well-led?

Our findings

During our inspection on 12 September 2016 we found that a complete and contemporaneous record in respect of each service user was not being kept. This was caused by quality control and auditing systems not being in place. We spoke with the registered manager; they told us that there were no quality assurance systems in place to monitor the reviewing and updating of care plans and risk assessments. A complete and contemporaneous record was not being kept in relation to decisions about care and treatment provided. People were not always given the chance to review their care package and document any required changes. We found that risk assessments and care plans were several years out of date and did not contain complete and up to date information about people's needs. This meant that the people were at risk of not receiving the correct, risk assessed support for their needs.

This was a breach of regulation 17 (2) (b) (c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we found that improvements had been made to the systems in place within the service. Quality control and audit systems had been implemented and were being used to keep care plans and risk assessments up to date and relevant to people's needs. We saw that the service was in the process of reviewing everyone's care with them and their family members where required. We saw that people's risk assessments and care plans had been updated to reflect their current care needs. The system that was implemented enabled the service to keep track of all reviews, care plans and risk assessments to make sure they were reviewed and updated regularly in line with the companies own policy.