

Care Community Limited

Highfield House

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service well-led?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 and 16 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 a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and a breach of the Care Quality Commission (Registration) Regulations 2009.

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 (location's name) on our website at www.cqc.org.uk

There had been improvements to staff recruitment procedures although there was an inconsistent approach to checking information on Data and Baring Service (DBS) checks.

Notifications relating to the outcomes of Deprivation of Liberty Safeguards (DoLS) had been sent to us without delay.

At the time of our inspection the service did not have a registered manager. 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.

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?

Action had not been taken to fully improve safety.

There had been some improvement to staff recruitment practices although checking and assessing some information was not consistent.

Requires improvement



Is the service well-led?

The service was not as well led as it should be.

Required information in the form of notifications about events affecting people using the service had been sent to the CQC.

A manager had not been registered with the Care Quality Commission.

Requires improvement



Highfield House

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 unannounced focused inspection of Highfield House on 2 June 2015. This inspection was done

to check that improvements to meet legal requirements planned by the provider after our 15 and 16 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 well led? This is because the service was not meeting some legal requirements.

Our inspection team consisted of one inspector. We spoke with the manager. We examined three staff recruitment files.

Is the service safe?

Our findings

At our inspection of January 2015 we found people were put at risk of being cared for by staff who were not suitable because recruitment procedures were not thorough. Three members of staff had been employed without checks of their conduct during all of their previous employment or their reasons for leaving previous employment which involved caring for vulnerable adults. Disclosure and barring service (DBS) checks had been carried out. DBS checks are a way that a provider can make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. However risk assessments had not been completed in relation to information included on DBS checks for two members of staff.

At this inspection we found some improvements to staff recruitment procedures. Three staff had started work at Highfield House since our last inspection although two of these were working under supervision as part of their induction. Checks had been made on conduct during previous employment and reasons for leaving previous employment. There was an inconsistent approach to checking and risk assessing information on DBS checks. A risk assessment had been completed in relation to information for one member of staff. However a second member of staff also had information on their DBS and a risk assessment had not been completed. People were still at risk of being cared for by staff who were not suitable because recruitment procedures were not thorough. We discussed this with the manager during our visit and they agreed to remedy this.

Is the service well-led?

Our findings

At our inspection of January 2015 we found important events affecting people using the service had not been promptly notified to us. We found Deprivation of Liberty Safeguards (DoLS) had been put in place for two people using the service in 2014. However there had been a delay with notifications about the outcomes of the two standard applications made by the home. Notifications must be made without delay.

At the time of this inspection visit we had received notifications relating to the outcomes of DoLS applications without delay. CQC monitors important events affecting the welfare, health and safety of people living in the home through the notifications sent to us by providers.

At the time of our inspection the service did not have a registered manager. The previous registered manager left in October 2014. A manager had recently been appointed who has applied to the Care Quality Commission to become the registered manager for Highfield House.