

London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee 21st March 2017

CQC INSPECTION OF LBB REABLEMENT SERVICE

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1. Summary

1.1 This inspection took place on 22 and 24 November 2016 and was announced. We gave the service 48 hours' notice of the inspection because we needed to be sure that the registered manager would be available when we inspected. At our last inspection on 28 October 2013, we found the provider was meeting the regulations in relation to outcomes we inspected.

1.2 The overall rating for this service is "Requires Improvement" – the individual score domains are:

Is the service safe?	Requires Improvement
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led?	Requires Improvement

2. THE BRIEFING

2.1 Background to the process

2.1.1 The inspection teams are formed from a national team of clinical and other experts, including people with experience of receiving care. Intelligent monitoring helps CQC to decide when, where and what to inspect, including listening better to people's experiences of care and using the best information across the system. The inspections are in-depth and they can take place during evenings and at weekends when people can experience poorer care.

2.1.2 The inspectors cover five key questions in relation to the service they are inspecting:

- *Are they safe?* People are protected from abuse and avoidable harm.
- *Are they effective?* People's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.
- *Are they caring?* Staff involve and treat people with compassion, kindness, dignity and respect.

- *Are they responsive to people's needs?* Services are organised so that they meet people's needs.
- *Are they well-led?* Leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.

2.2 Headlines from the inspection

- 2.2.1 Home Care provides a reablement service to people living in their own homes. It is a short term programme to promote people's independence and rehabilitation for up to six weeks following an illness, injury or admission into hospital. At the time of this inspection 42 people were using the service.
- 2.2.2 The service had 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 and associated Regulations about how the service is run.
- 2.2.3 People using the service said they felt safe and that staff treated them well. Staff understood how to safeguard people they supported. There was a whistle-blowing procedure available and staff said they would use it if they needed to. There were enough staff on duty to meet people's care and support needs.

2.3 Next steps

- 2.3.1 There were two areas that the regulator has asked for action to be taken where the regulations were not being met.
- a. Personal Care - Staff were not always adhering to the providers policy when recording the administration of medicines to people using the service.

A report has been sent to the regulator confirming that the following actions have been taken All staff have been issued with an updated Medication Policy:

- All staff were provided with written examples of good and bad practice with regards to form filling.
 - All staff have attended an in-house briefing explaining what standards are expected when completing Medication Administration Records and dossett records.
 - All staff are being sent on Medication Awareness training as courses become available.
 - Medication record sheets are being scrutinised when they are returned from SU's homes to ensure that all staff are performing to the correct standard.
- b. Personal Care - The service did not have effective systems in place to monitor the quality and safety of the service that people received.

A report has been sent to the regulator confirming that the following actions have been taken:

- Re-ablement will now be monitored by the Contracts & Compliance team, thus bringing it into the same Quality Assurance regime as all other Domiciliary Care providers.