

Vincentian Care Plus

# Vincentian Care Plus

## Inspection summary

CQC carried out an inspection of this care service on 08 May 2018, 09 May 2018 and 14 May 2018. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Requires Improvement 

Is the service well-led?

Inadequate 

This inspection took place on 8, 9 and 14 May 2018 and was announced.

Vincentian Care Plus is a domiciliary care agency providing care and support to people living in their own homes in the Westminster area of London. At the time of our inspection there were 155 people using the service of which 138 were receiving support with personal care tasks. Whilst we have taken into account any wider social care and support provided to people in their homes and in the community, the Care Quality Commission (CQC) carried out this inspection only in relation to the regulated activity of 'personal care'.

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.

A service manager responsible for the day to day running of the service had been in post since 5 March 2018 and was therefore relatively new to the service.

At our previous inspection of Vincentian Care Plus on 11 and 14 August 2017, we identified continued breaches of regulations in regards to person-centred care, safe care and treatment and

good governance and the service was rated inadequate overall. You can read the report from our last inspection, by selecting the 'all reports' link for Vincentian Care Plus on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Following the last inspection we issued two warning notices in relation to good governance and safe care and treatment. We asked the registered provider to send us an action plan setting out how they intended to improve the quality of the service and meet legal requirements. We received the provider's plan of action on 18 October 2017 stating that improvements would be made by December 2017.

At this inspection we found the registered provider had made some improvements in relation to late and missed visits. However, we identified continued breaches of the regulations in relation to safe care and treatment and good governance. We found a further breach of the regulations in regards to safeguarding, staff training and failure to adequately display CQC ratings. Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

People and their relatives continued to express frustration with the way the service was managed.

People and their relatives didn't always feel that staff were equipped with the training, skills and experience required to support people with specific healthcare needs.

Risks in relation to people's safety were not always being addressed through the implementation of a robust risk assessment process.

People told us they felt safe when being supported by regular members of care staff. However, people were less complimentary about the service received from staff they were not familiar with.

People's medicines were not always being managed safely. Medicine records were not always completed correctly. Explanations for recording omissions were not adequately addressed through the provider's auditing processes.

The provider was not always ensuring people being supported with shopping tasks were protected against financial abuse.

Quality assurance procedures were ineffective. We identified multiple shortfalls in the way the provider implemented and operated auditing systems.

Where possible, people were involved in decisions about their care and how their needs would be met. Where appropriate, relatives and healthcare professionals contributed to the care planning process.

Staff had completed training in aspects of mental health legislation. Staff supported people to make their own decisions and sought consent before delivering care and support.

People were supported to eat and drink where this formed part of an agreed package of care.

The provider had safeguarding policies and procedures in place. Staff told us they would speak to a manager if they had concerns about a person's health, safety or welfare.

The service was complying with the Accessible Information Standard (AIS). The AIS applies to

people using the service who have information and communication needs relating to a disability, impairment or sensory loss.

Staff supported people to attend healthcare appointments as required and liaised with people's relatives, GPs and other healthcare professionals to ensure people's needs were met appropriately.

Staff were following correct infection control procedures.

Recruitment practices ensured the right staff were recruited to support people to stay safe. There were enough staff deployed to meet people's assessed needs.

People and their relatives felt able to raise concerns and were provided with information about the provider's complaints procedures.

We rated the service inadequate at our previous inspection in August 2017. At this inspection we rated the service 'requires improvement' overall. The service remains in 'special measures'. This is because the service is still rated 'inadequate' in the Well Led domain.

Services in special measures will be kept under review and, if we have not taken immediate action to propose to cancel the provider's registration of the service, will be inspected again within six months.

The expectation is that providers found to have been providing inadequate care should have made significant improvements within this timeframe. If not enough improvement is made within this timeframe so that there is still a rating of inadequate for any key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating this service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve. This service will continue to be kept under review and, if needed, could be escalated to urgent enforcement action.

For adult social care services the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

We are considering what further action we are going to take. Full information about CQC's regulatory response to any concerns found during inspections is added to reports after any representations and appeals have been concluded.

**You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161**