

Respect Our Elders Limited

Home Instead Senior Care - Shrewsbury, Ludlow and Oswestry

Inspection report

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Date of inspection visit:
21 October 2021

Date of publication:
06 December 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Home Instead Senior Care - Shrewsbury, Ludlow and Oswestry is a domiciliary care service providing personal care to people aged 65 and over. At the time of our inspection the service was supporting 93 people.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

People's experience of using this service and what we found

Staff were recruited safely, and checks were made to ensure they were of good character to work with people using the service.

Rating at last inspection

The last rating for this service was outstanding (Published 11th February 2020)

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. We had received concerns that recruitment of staff was not being done in a safe manner. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at risk of harm from these concerns.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Home Instead Senior Care - Shrewsbury, Ludlow and Oswestry on our website at www.cqc.org.uk.

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Home Instead Senior Care - Shrewsbury, Ludlow and Oswestry

Detailed findings

Background to this inspection

The Inspection

This was a targeted inspection to check whether the provider had met the requirements of Regulation 19 (Fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 on a specific concern that staff were not being recruited safely.

Inspection team

The inspection team consisted of one inspector.

Service and service type

Home Instead Senior Care - Shrewsbury, Ludlow and Oswestry provide personal care to people living in their own homes in the community.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave 24 hours' notice of the inspection site visit because we wanted to be sure the management team would be in the office.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included details about incidents the provider must notify us about. We contacted the local authority and the local clinical commissioning group who commission services from the provider. We assessed the information we require providers to send us at least once annually to give some key information about the service, what the service

does well and improvements they plan to make. We used all this information to plan our inspection. During the inspection, we spoke with the operations manager. We reviewed the recruitment files of 4 staff members.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to explore the specific concerns we had about Home Instead Senior Care - Shrewsbury, Ludlow and Oswestry. We will assess all of the key question at the next comprehensive inspection of the service.

Staffing and recruitment

- Staff were recruited safely, and checks were made to ensure they were of good character to work with the people living in their own homes.