

Universal Care Limited

Universal Care - Beaconsfield

Inspection summary

CQC carried out an inspection of this care service on 16 June 2020, 17 June 2020, 18 June 2020 and 19 June 2020. This is a summary of what we found.

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

About the service

Universal Care – Beaconsfield is registered to provide personal care and support to people in their own homes. 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. At the time of the inspection the service supported approximately 140 people.

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

We found people were placed at continued risk of avoidable harm. The provider had not always identified or assessed risks posed to people. The provider did not always ensure people's needs were assessed prior to supporting them.

People were supported by staff who had not received training to care for them safely. People with end of life care needs had been supported by staff who had not received any end of life training, We found staff were not equipped or trained to deal with emergency situations.

People were supported by staff with prescribed medicines which were not always listed on their care plan.

The provider has an inspection history of ineffective management. At this inspection we found an ongoing lack of leadership and skills to manage the service. Records were not routinely updated to reflect people's needs or decisions made about their care and support. We found the provider continued to fail to meet the fundamental standards and meet the requirements of the regulations.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was Inadequate (published 13 May 2020). At this inspection enough improvement had not been made or sustained and the provider was still in breach of regulations. We have not changed the rating as this was a targeted inspection.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in part due to ongoing concerns received about risk management, assessment of needs and the lack of effective managerial oversight. A decision was made for us to inspect and examine those risks.

CQC have introduced targeted inspections 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.

Enforcement

We have identified repeated and continued breaches in relation to risk management, record keeping related to supporting people, medicine management and staff training. The provider has continued to fail to notify CQC of certain events and monitor and improve the quality of the service to people.

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.

Follow up

Since the last comprehensive inspection in March 2020 we have met with the provider to seek reassurance on the improvements they intend to make. We will continue to work with the provider with support from the local authority to ensure they improve their rating to at least good. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

Special Measures

The overall rating for this service is 'Inadequate' and the service remains in 'special measures' and has been since the 2019 inspection. This means we will keep the service under review and monitor their improvement action plan. If the provider has not made enough improvement within this timeframe and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will use our powers and the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

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.

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