

Everycare (MK & Beds) Limited

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## Inspection report

6 Warren Yard, Warren Park  
Stratford Road, Wolverton Mill  
Milton Keynes  
Buckinghamshire  
MK12 5NW

Tel: 01908224820

Website: [www.everycaremk.com](http://www.everycaremk.com)

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## Ratings

Overall rating for this service

Good ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an announced comprehensive inspection of this service on 3 September 2015.

A breach of legal requirement was found. After the comprehensive inspection, the registered person wrote to us to say what they would do to meet the legal requirement relating to Regulation 18 of the Care Quality Commission (Registration) Regulations 2009. This was to ensure that notifiable incidents relating to people's safety and well-being would be submitted to the Care Quality Commission.

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 that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Everycare (MK& Beds) Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Everycare (MK & Beds) Limited provides personal care and support to people with a range of care needs in their own homes. The frequency of visits consisted of one visit per week to four visits per day, depending on people's individual needs. On the day of the inspection 93 people were receiving care and support.

The service did not have a registered manager, but a manager was in place who was going through the registration process. 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.

During this inspection, we found that the provider was now ensuring that notifiable incidents relating to people's safety and well-being were reported to the Care Quality Commission in line with their registration requirements.

While improvements had been made we have not revised the rating for this domain. To improve the rating to 'Good' would require consistent good practice over a longer time period. We will review our rating for well-led at the next comprehensive inspection.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service well-led?

The service was well-led

Action had been taken to ensure the service was well-led

Notifiable incidents relating to people's safety and well-being were now being reported to the Care Quality Commission.

We could not improve the rating for well-led from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

**Requires Improvement** 

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## **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 Everycare (MK & Beds) Limited on 8 June 2016.

This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 3 September 2015 had been made. The inspector inspected the service against one of the five questions we ask about services: is the service well-led. This is because the service was not meeting some legal requirements.

The inspection was undertaken by one inspector.

During the inspection we spoke with the manager and the provider to gain their views on what improvement had been made to achieve compliance.

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, to meet the legal requirements. We also reviewed information we held about the service that included statutory notifications, which the provider is required to send us by law.

## Is the service well-led?

### Our findings

When we visited Everycare (MK & Beds) Limited on 3 September 2015, we found that several safeguarding alerts had been raised with the local safeguarding team, but they had not been reported to the Care Quality Commission as required.

This was a breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009.

The provider submitted an action plan detailing the action they would be taking to ensure that notifiable incidents were reported to the Care Quality Commission (CQC). They told us that the non-reporting of incidents was caused by an inexcusable lack of awareness of the requirement rather than any breakdown in procedures. In addition the service's safeguarding policy had been amended to include that on all occasions the Care Quality Commission should be notified of potential safeguarding incidents.

Since the last inspection the provider has been submitting notification of incidents to CQC. This has ensured compliance in line with their registration requirements.

While improvements had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require consistent good practice over a longer period of time. We will review our rating for well-led at the next comprehensive inspection.