

Nightingale Retirement Care Limited

Nightingale Home Care

Inspection report

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31 March 2017

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Requires Improvement ●

Summary of findings

Overall summary

This inspection took place on 31 March 2017 and was announced. The provider was given short notice because the location provides a domiciliary care service and we needed to be sure that someone would be in. Nightingale Home care is a domiciliary care agency that provides care and support for people living in the London Borough of Bromley and the surrounding areas.

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.

This was a focused inspection of Nightingale Home Care and was completed to check if improvements had been made to meet the legal requirements for the breach to regulations we found at our comprehensive inspection 19 and 22 October 2015. We 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 legal requirements because the provider had failed to notify the Care Quality Commission of an allegation of abuse in relation to a person using the service. This report only covers our findings in relation to the focused inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Nightingale Care Home' on our website at www.cqc.org.uk.

We found that action had been taken by the provider to ensure that notifications as required under the Health and Social Care Act 2014 including safeguarding concerns were submitted to the CQC as required by law. We could not improve the rating for 'well led' from requires improvement as not all areas of the key question were covered during this focused inspection. The overall rating remains the same. We will check this during our next planned 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?

We found that action had been taken by the provider to ensure that notifications as required under the Health and Social Care Act 2014 including safeguarding concerns were submitted to the CQC as required by law.

We could not improve the rating for 'well led' from requires improvement at this inspection. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Nightingale Home Care

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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a focused inspection of Nightingale Home Care on 31 March 2017. The inspection was announced and was completed to check if improvements had been made to meet the legal requirements for the breach to regulations we found at our comprehensive inspection on 19 and 22 October 2015. We 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 legal requirements as the provider had failed to notify the Care Quality Commission of an allegation of abuse in relation to a person using the service.

The inspection was undertaken by one inspector. Before the inspection we looked at all the information we had about the service. This information included the statutory notifications that the provider had sent to CQC, including safeguarding notifications. A notification is information about important events which the service is required by law to send us. We looked at safeguarding and complaints records and spoke with the registered manager regarding about statutory notifications and safeguarding concerns.

Is the service well-led?

Our findings

At our last inspection of the service 19 and 22 October 2015 we found that the provider had failed to notify the Care Quality Commission (CQC) about an allegation of abuse in relation to a person using the service. The registered manager had recorded in the complaints folder where an incident had been reported to and had been investigated by the police. The registered manager confirmed that this incident had not been reported to the local authority safeguarding team or the CQC. During that inspection the registered manager formally notified the local authority and the CQC about this incident.

At this inspection 31 March 2017, we looked at the providers folder for statutory notifications made to the CQC. The folder included safeguarding notifications and statutory notifications that are required to be sent to the CQC. We also checked the provider's complaint's folders and found where complaints had been made that included allegations of abuse, the CQC had been notified about these. The service had a registered manager in post. They were knowledgeable about the requirements of a registered manager and their responsibilities with regard to the Health and Social Care Act 2014. Our records showed that safeguarding and statutory notifications were submitted to the CQC as required since our last inspection of the service.

We found that the provider had addressed the breach of Regulation 18 of the Care Quality Commission (Registration) Regulations 2009. We could not improve the rating for 'well led' from requires improvement as not all areas of well led were covered during this focused inspection. The overall rating remains the same. We will check this during our next planned comprehensive inspection.