

Smithfield Health & Social Care Ltd

Smithfield Health & Social Care Limited t/a Verilife

Inspection report

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02 December 2020

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17 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

Smithfield Health & Social Care Limited t/a Verilife is a domiciliary care agency providing personal care to 135 people at the time of our inspection.

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

Risks to people were managed safely. People's care records included risk assessments and risk management plans. The registered manager monitored them to ensure any areas for improvement were identified and discussed with staff. People were protected from the risk of infection. Staff had received training and were knowledgeable and supported people in a way that reduced the risk of the spread of infection. The provider had a system to manage accidents and incidents to reduce the likelihood of them happening again. Staff completed accident and incidents records. These included actions staff took to respond to and minimise future risks.

Rating at last inspection

The last rating for this service was good (published 28 January 2020).

Why we inspected

We undertook this targeted inspection to check on a specific concern we had about risk management and infection control. The overall rating for the service has not changed following this targeted inspection and remains good.

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.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection 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

Smithfield Health & Social Care Limited t/a Verilife

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about risk management and infection prevention control.

Inspection team

The inspection visit was carried out by one inspector and a second inspector made calls to staff following the inspection.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

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 the service 24 hours' notice of the inspection. This was because we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 02/12/2020 and ended on 04/12/2020. We visited the office location on 02/12/2020.

What we did before the inspection

Before the inspection we reviewed the information we held about the service. We sought feedback from the provider about concerns that had been raised. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took

this into account when we inspected the service and made the judgements in this report. We used all this information to plan our inspection.

During the inspection-

We spoke with the registered manager, a care coordinator, four care workers and the nominated individual who is responsible for supervising the management of the service on behalf of the provider. We reviewed a range of records. This included five people's risk management records and a variety of records relating to the management of the service, including policies and procedures.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at risk management records and infection prevention control policy and procedures.

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 check a specific concern we had about risk management and infection prevention control. We will assess all of the key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- Risks to people were managed safely. People's care records included risk assessments and risk management plans that included guidance for staff about what actions to be taken to minimise the chance of accidents occurring. These included behaviours which may challenge, moving and handling, home environment, medicines management, continence care, COVID-19 Pandemic, eating and drinking.
- Risk assessments were reviewed periodically and as and when people's needs changed. Staff told us these records provided them with the relevant information they needed to understand people's situation and needs. The registered manager monitored them to ensure any areas for improvement were identified and discussed with staff.

Preventing and controlling infection

- People were protected from the risk of infection. Staff were knowledgeable and supported people in a way that reduced the risk of the spread of infection.
- Staff told us they had received training on infection control and specific training relating to COVID 19 and the use of Personal Protective Equipment (PPE) and they were checked during spot checks by senior staff.
- Staff understood the importance of effective hand washing, using PPE such as aprons and gloves, disposing of waste appropriately, and self-isolation as appropriate to protect people and themselves from infection and cross-contamination.
- The provider's infection prevention and control policy were up to date.

Learning lessons when things go wrong

- The provider had a system to manage accidents and incidents to reduce the likelihood of them happening again. Staff completed accident and incidents records. These records included information on actions staff took to respond to and minimise future risks, who they notified, such as a relative or health and social care professional.
- The registered manager monitored these events to identify possible learning and discussed this with staff.