

Citizenship First Ltd

Citizenship First - 350 Glossop Road

Inspection summary

CQC carried out an inspection of this care service on 14 April 2016, 15 April 2016 and 18 April 2016. This is a summary of what we found.

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service effective?

Requires Improvement ●

Is the service caring?

Requires Improvement ●

Is the service responsive?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

We carried out this inspection on 15 and 18 April 2016. The provider was given 48 hours notice of the inspection taking place. We did this because the location provides a domiciliary care service and we needed to ensure that we could speak with staff and look at relevant records.

At the previous inspection on 16 October 2013 we found the service to be non-compliant in one of the outcomes we inspected at that time, 'treating people with respect and involving them in their care'. During this inspection we found improvements had been made.

Citizenship First – 350 Glossop Road provides support to people over 16 years old with a learning disability. They support people to live as independently as possible in their own homes and also provide supported living accommodation. The agency office is based in Sheffield city centre. At the time of our inspection the service was providing personal care for 117 people.

It is a condition of registration with the Care Quality Commission that there is a registered manager in place. 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 2008 and associated Regulations about how the service is run. There was a manager present during the first day of our inspection who told us they were going to register with the Care Quality Commission. The previous registered manager left the service in February 2016.

People told us they were satisfied with the support they received. One person told us, "I am very happy with the carers." A relative said, "They are very good."

We found that people were protected from abuse. Staff we spoke with had a clear understanding of safeguarding people and what to do if they suspected abuse.

Staff understood the need for the safe storage and administration of medicines. However medication administration charts were not regularly audited to check that medicines were administered as prescribed.

We saw and we were told that safe recruitment procedures were not always followed to ensure that all the required information and documents were in place before staff commenced employment to verify people employed by the service were suitable to work with vulnerable adults.

The manager told us they were aware of their responsibilities under the Mental Capacity Act, including the need to seek advice from the Local Authority where the movements of a person without capacity are restricted.

Support staff told us and we saw that supervisions and appraisals to support staff to undertake their duties were not regularly taking place.

There was no training record to verify what training staff had received, and no training policy to inform staff of what training was available and how to access it.

Support staff we spoke with were aware of people's like and dislikes and how best to support the person to meet their care and support needs.

There was tension between support staff and managers regarding communication of rotas, staff changes and how best to support people receiving the service. Overall support staff morale was low.

Support staff we spoke with showed commitment to their jobs and compassion towards the people they supported.

People's care records contained a lot of person centred information and detailed risk assessments. However we were told they were all significantly out of date. None of the care records we looked at had been reviewed since 2014. This meant the information may no longer be relevant to the person.

The manager showed us an up to date complaints policy and procedure that was to be shared with people who were supported by the service. We saw a record was kept of all complaints that were received, the response given to the complainant and any action taken to rectify the complaint.

People who were supported by the service and staff who worked there were not regularly asked for their views about the service. When they were asked, there was no record of any response from the service to any concerns raised or suggestions to improve the service.

There were no systems in place to monitor and improve the quality of the service provided.

All of the service's policies and procedures were out of date. None had been reviewed since May 2012 and therefore may no longer reflect current legislation practice guidelines.

During our inspection, we found three breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, relating to fit and proper persons employed, staffing, and good governance.

You can see what action we told the provider to take at the back of the full version of the report.

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**