

Age Concern Bromley

# Age UK Bromley & Greenwich

## Inspection summary

CQC carried out an inspection of this care service on 09 September 2019. This is a summary of what we found.

Overall rating for this service

Inadequate ●

Is the service safe?

**Inadequate** ●

Is the service effective?

**Requires Improvement** ●

Is the service caring?

**Requires Improvement** ●

Is the service responsive?

**Requires Improvement** ●

Is the service well-led?

**Inadequate** ●

### About the service

Age UK Bromley and Greenwich is a domiciliary care agency that provides foot nail clipping and some fingernail clipping services to older adults, who live in the community. This is to support those who are unable to deal with these tasks themselves and to help them stay active and independent. It can be of particular benefit to those suffering from mild to moderate Diabetes. 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 there were 1050 people using the service.

Age UK Bromley and Greenwich also provides a Sitting Service which supports people for the first 24 hours after discharge from hospital and focuses on providing personal care and recuperation assistance to enable people to regain their confidence and independence in their home environment and prevent readmission to hospital. At the time of the inspection there were no people using this service.

People's experience of using this service

Risks to people were not assessed and there was no guidance in place for staff to reduce potential risks. There was a system to manage accidents and incidents which was not effective.

Assessments were not carried out prior to people joining the service to ensure that the service

could meet their needs. Staff were not supported through training and supervisions. People were not involved in planning their care and support needs. The provider's quality monitoring systems were not effective. Internal audits either did not identify the issues we found at this inspection or where issues were picked up by audits, remedial action was not taken to drive improvements.

People said they felt safe. There were appropriate safeguarding systems in place to protect people from the risk of abuse. People were protected against the risk of infection. Sufficient numbers of suitably skilled staff were deployed to meet people's needs. The service was not responsible for any aspect of supporting people with medicines.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the policies and systems in the service supported this practice. The service was not responsible for any aspect of supporting people with nutrition or hydration or end of life care. There was a complaints system in place to manage people concerns.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Rating at last inspection and update

This service was registered with us on 9 October 2018 and this is the first inspection.

#### Why we inspected

This inspection was part of our routine scheduled plan of visiting services to check the safety and quality of the care people received.

#### Enforcement

We found five breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to person-centred care, dignity and respect, safe care and treatment, consent and good governance.

Please see the action we have told the provider to take at the end of this report. 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:

We will ask the provider to complete an action plan to show what they will do and by when to improve to at least good. We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, we may inspect sooner. We will also meet with the provider.

#### Special Measures

The overall rating for this service is 'Inadequate' and the service is therefore in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

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 begin 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](http://www.cqc.org.uk) or by telephoning **03000 616161**