

Telopea MSL – Account Number 1-1629461074

Your Reference: INS2-2676992786

Reference Number 2018Q4B1CC0047

Dear CQC

Introduction/Response to Inspection 18/09/18

I, as Registered Manager take criticism very seriously and indeed caring for people is a serious business and our service is to make people's lives easier not worse I would therefore like to respond to my Inspection on the 18th September 2018 having received the report.

I was telephoned on the 17th September to tell me the inspection was taking place on the 18th September, which is fine. I had not completed a pre inspection questionnaire at this time, indeed I did not receive this until the 6th November and I returned the form on the 16th November, the same day I received a copy of my overall rating. However my inspection was over by this point, some two months previous, indeed I telephoned CQC to say, is there still a requirement to complete the form as I had my inspection in September?

In the day of the 18th September my office manager was on holiday and the two other staff members were doing their own jobs as well as the job of the missing member of staff who were one junior administrator and one part time compliance administer. They were both trying to assist as much as possible and continue with the day to day responsibilities. I myself did set aside the day cancelling expected assessments x 2 which I always do myself in the first instance.

The girls did their best throughout this inspection however there is a hard copy of all our policies and of everything we do, and the girls should have looked in the cupboard at the policies and procedures manual rather than troll through the IT system because this is the office managers job and she wasn't there. They were busy and their first concern is as always that no-one is put at risk and to respond to carers, OT and such like but, we are a busy office. This was not the fault of the inspector. We did find that there was an update required to one of the policies which has been done.

In addition and, for future clarity; the Friday before the inspection which I have also reiterated to CQC on the telephone. A confused potential client had telephoned say Telopea MSL had been recommended to our service but on looking at the CQC web site they had found the CQC report of our company confusing. 'We just want to confirm that your company has not been taken over as it seems it is under new ownership'? I assured the potential client that I have always owned Telopea since 2008, for 10 years and that I did own another company previously, which I sold. This sold company since 2015 is nothing whatsoever to do with me at all. Fortunately these clients did take up our service and remain happy. As a point of interest, perhaps someone can look at this for me please.

The Inspection

Is the service safe?

The Recruitment Process is duplicated on the Care Skills Register, however believe the inspection refers to appraisals and meetings. I agree some of the paper work was not found and because we send updates out in emails and talk with our staff directly regular meetings had not happened recently. However each and every person has now had a one to one appraisal and our most recent meeting took place on Thursday 15th November and a copy of the minutes can be sent to you if requested.

I was trained myself from a nursing background and I provide specific risk assessments as well as generic. I keep myself updated as when we have outside/external training I also update my own

certification, most recent was 'Care of a Freka PEG J Tube' on the 9th October 2018 (certificate can be copied to CQC if required as proof). As I will not look after any patient or service user that I cannot assist with myself.

I am sorry this part of the inspection was not as organised as it should be for the Inspector but the matter has been addressed and I believe the service to be safe. In addition my staff have not left the service, we only take on additional staff therefore we do have continuity.

Is the Service Effective?

The service was not consistently effective!

I am sure every staff member will tell you if asked, that they indeed, have 24 hour support, which is why I always do the first assessment and other interim inspections if the person is deteriorating. I have to do this as otherwise I cannot see the query in my head or the individual to answer the question. The paperwork is there and it is done for spot checks and I believe our supervision checks are called observation checks.

The interim supervisions are normally done by two senior carers/assessors on a regular basis who are trained and remunerated to do this on behalf of the company. I myself will do the carer/assessor checks. I mainly do this and a patient review at the same time.

The Training Matrix did show inaccuracies but has now been updated and is now totally up to date.

Is the service well led?

The Service was not consistently well led!

I do believe I lead this service with robust training and strict process management and apart from specific training I also repeat training such as our 'Never Stop learning' course. I am forever hands on and always available to speak to day or night. Training may be done individually or on a PowerPoint type training held in our boardroom.

In addition I have been working on the re-audited -certification of ISO 9001-9005 (ascb) and have regained the environmental accreditation in October 27001– dated 2018-2019. This accreditation was re-certificated as an update from our existing 2017-2018. I feel documentation and environmental (correct disposal) are both important.

Processes are in place and if in doubt at all please can we ask for a re-visit? Meanwhile I am sure the inspector did report exactly as she saw it, unfortunately the day was busy as it always is early in the week. However I would like the opportunity to at least fight for an overall assessment of 'good' if that is at all possible.

I attach; 2 BS certificates, Never Stop learning PP course, updated MCA forms for your perusal.

Yours sincerely

Brenda Saint-James

Director and Responsible Individual