

Morden College

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Inspection summary

CQC carried out an inspection of this care service on 12 December 2022. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service well-led?

Requires Improvement 

About the service

Morden College personal care service provides care and support to people within the Morden College Charity Community. The charity supports older people through a range of services within their community so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements.

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 four people using the personal care service.

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

Some medicines were not always safely managed as staff did not always follow best practice guidance.

The system to oversee and monitor the quality of the service was not always effective at identifying issues.

There had been several changes of manager at the service since the last inspection. An improvement plan had been put in place which the new manager and clinical lead were working on.

People felt safe using the service. Staff knew how to recognise and report concerns or abuse. They were confident the management team would act to safeguard people if needed. Incidents and accidents were reported, and the registered manager reviewed them and took action to reduce the risk of repeated concerns.

Risks to people were assessed and management plans were put in place to reduce the risk from happening. Risk plans had not been reviewed but there was a plan to address this.

Staff were recruited safely and there were enough staff to meet people's needs. Staff understood and followed safe infection control procedures.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People told us their views about the service were asked for and that they were consulted and involved in their care. The service worked with health and social care professionals to ensure people's needs were safely met.

There was an empowering and positive culture at the service. People were supported to access facilities to reduce social isolation and engage their interests. The manager and staff demonstrated a commitment to their roles.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good (published 2 April 2019).

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Morden College on our website at www.cqc.org.uk.

Why we inspected

This inspection was prompted by a review of the information we held about this service. We inspected the key questions safe and well led as a result of the information we held. The overall rating for the service has now changed to requires improvement.

Enforcement and Recommendations

We have found breaches of regulation in respect of managing medicines and the oversight and monitoring of the service. The manager took action to start to address issues we found at the inspection.

You can see what action we have asked the provider to take at the end of this full report.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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