

Report on actions you plan to take to meet Health and Social Care Act 2008, its associated regulations, or any other relevant legislation.

Please see the covering letter for the date by when you must send your report to us and where to send it. **Failure to send a report may lead to enforcement action.**

Account number	1-479445202
Our reference	INS2-2473873776
Location name	Inspire (UK) Care

Regulated activity	Regulation
Personal care	Regulation 9 Person-centred care
	How the regulation was not being met:
	<i>Short, early or late visits meant the care and treatment of service users was not provided in a safe way, was not appropriate and did not meet their needs.</i>

Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve

From the 6th July 2016 we implemented travel time for all care workers drivers and walkers. Where they will be paid for their travel time.

The care manager is currently taken over the rota systems and has implemented changes as of from the 6th July 2016, where call times are not clashing and leaving enough time for care workers to travel to care calls.

The travel time from one client's home to another is established with a 15 minute time to travel but also googling the distances if 15 mins is not suffice. Staff from the 6th July 2016 will be paid their travel time.

We have discussed this with all staff, and have signed agreements in place identifying Inspire (UK) Care expectations and regulations in relation to paying travel time.

All staff must staff full duration; there is no reason for not staying the full duration because travel time has been implemented.

The electronic system has been amended to reflect the changes required to ensure the following:

Staff to staying the full duration.

Calls are not over lapped

Staff have time to travel to the service user's home.

Who is responsible for the action?	Nawal Taha
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How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?

- We have employed an administrator from 07.30am to ensure calls are not late and contact the staff and check where the staff are if they are running late or not able to log in.
- The care managers checks the contractual v actuals and compares and contrast from the previous year including addressing why the actuals are not 100% of the contractual daily & weekly.
- Staffs have been notified of the changes and new developments of travel time being implemented and have signed the agreements.
- We will be sending out QA letters to inform our service users what have do following their feedback and how satisfied they are with the improvements that have been made

Who is responsible?	Nawal Taha
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What resources (if any) are needed to implement the change(s) and are these resources available?

- Financial resources – yes these are in place we are paying travel time.
- Monitoring – we have a dedicated personal administrator monitoring the calls and updating the real time monitoring on a daily basis.
- Amended contractual agreements between the staff and Inspire (UK) Care.

Date actions will be completed:	28 th July 2016 – completed
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How will people who use the service(s) be affected by you not meeting this regulation until this date?

We have already implemented the changes and there has been significant improvements in

the following areas:

1. Staff are motivated
2. We are monitoring all care calls and ensuring we update the real time monitoring.
3. The Templates have been amended to reflect the changes and incorporated the travel time to ensure calls are not late / short or over lapping.

Completed by: (please print name(s) in full)	Nawal Taha.msc
Position(s):	Care Manager & Independent Social Worker
Date:	28 th July 2016

Regulated activity	Regulation
Personal care	Regulation 13 Safeguarding service users from abuse and improper treatment
	How the regulation was not being met:
	<i>Systems were not operated effectively to protect people from financial abuse.</i>

Please describe clearly the action you are going to take to meet the regulation and what you intend to achieve

This was actioned immediately the following day of the inspection.

- Inspire (uk) care have three service users that require financial assistance with shopping/ social outings. The process for monitoring and safeguarding service users finances have been implemented as follows:
- Citizenship First deliver individual service users money to Inspire office weekly. The receipt is signed by the business support Manager and citizenship First .Photocopies are taken one is placed in the Service users individual file and citizenship First takes a copy back to their office.
- The money is then entered onto the service user’s financial transaction sheet and the balance is checked by the business manager.
- There is one dedicated staff member responsible for the service users shopping who calls into the office on Tuesday’s to undertake this task. The money is then handed over to the staff member, completing the financial sheet and obtaining both signatures (Business Support Manager/ staff member) of money taken out and the balance is checked.
- On completion of the shopping task the staff member returns the change and receipts back to the office. Any change is entered back onto the financial transaction sheet and signed by both signatures.
- The receipts are numbered for easy auditing and are filed in monthly envelopes.
- The service user’s money in kept in safe where the Business Support Manager and Registered manger are the only people who have access to this.
- The Registered Manager manages the above in the Business Support Managers absence.

Who is responsible for the action?

How are you going to ensure that the improvements have been made and are sustainable? What measures are going to put in place to check this?

The Business Support manager and the Registered manager are the only two people that have access to the service user’s finances. This process is monitored weekly by the Business Support Manager.

The measures put in place allows the Business support manager to audit and monitor the service users transactions and the staff member on a weekly basis.

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Who is responsible?	
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What resources (if any) are needed to implement the change(s) and are these resources available?

None

Date actions will be completed:	
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How will people who use the service(s) be affected by you not meeting this regulation until this date?

By not having the appropriate measures in place to safeguard service user's finances then this can become subject to financial abuse taking place.
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Completed by: (please print name(s) in full)	
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Position(s):	
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Date:	
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