

Caring Direct Ltd

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## Inspection summary

CQC carried out an inspection of this care service on 24 July 2017 and 25 July 2017. 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?

Inadequate 

We carried out an announced comprehensive inspection of this service on 10 February 2016. We reported that the registered provider was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Improvements were also required in relation to the service being Safe, Responsive and Well led.

At this inspection on 24 July 2017, we found that some improvements had been made in relation to training, support and supervision, communication with staff and the management of the service. However, we found that there were still areas where action was needed in all of the key questions.

Caring Direct is a domiciliary care agency currently providing individual packages of care to people in their own homes. The provider was given 48 hours' notice of our visit because they provide a domiciliary care service and we needed to be sure staff would be available at the location to meet with us. At the time of our inspection, 115 people were using the service with 61 care staff supporting them.

The service has 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.

The assessment, monitoring and feedback systems needed improvement in relation to the quality of the service people experienced. Improvements were needed to the allocation of staff across the service. People remained very unhappy with the delivery of the service. Although impact was minor in terms of safe delivery of care, the effects of the ineffective management of people's views and the deployment of staff meant that the service continued to fail in their delivery of service.

People were supported to have sufficient to eat and drink but not always at a time they chose.

The service was not always caring and respectful as regular staff were not always provided and some staff were not aware of people's care arrangements.

People did not always experience person centered care which met their needs, preferences and choices

People's complaints were not always processed appropriately and information was not used to improve the service.

Risks to people's health and wellbeing and that of the staff had been completed to ensure safe care could be provided. The assessment process was sufficiently detailed to provide an accurate description of people's care and support needs.

Although there were sufficient numbers of staff available to meet people's needs, the deployment of staff meant that people remained unhappy with the timing of calls and delivery of the service. Appropriate recruitment checks were in place which helped to protect people and ensure staff were suitable to work at the service.

Staff had a good understanding and knowledge of safeguarding procedures and were clear about the actions they would take to protect the people they supported. Staff had induction, training, supervision and appraisals and had the skills and knowledge to carry out their roles.

People's medicines were administered to them safely and as prescribed.

The service was working within the principles of the Mental Capacity Act 2005. People or their relatives gave their consent to the care and support provided. People were involved in their care arrangements. Their health needs were met in a timely way as staff liaised well with health and social care professionals.

We have now given this service an overall rating of 'Requires improvement.' 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](http://www.cqc.org.uk) or by telephoning 03000 616161**