

Caring Direct Ltd

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Inspection summary

CQC carried out an inspection of this care service on 16 April 2019. This is a summary of what we found.

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Requires Improvement ●

About the service:

Caring Direct is a domiciliary care service providing personal care to people in their own homes. At the time of the inspection, 66 people were using the service.

People's experience of using this service:

People were cared for by a consistent team of staff who were skilled and competent in providing care and support. Staff knew how to keep people safe from harm. There were enough staff and they were appropriately recruited with relevant checks in place.

People's needs were assessed and monitored and risks to their health and wellbeing were recorded.

However, we recommended that the provider refer to best practice guidance on managing the risks of emollients and smoking.

Safe infection control procedures were in place and people were given their medicines as prescribed.

The service followed good practice guidance and met their legal requirements. The service was meeting the requirements of the Accessible Information Standard. People's capacity was considered and they or their legal representatives consented to their care.

Staff had effective induction, training and support to carry out their role. Staff were caring, kind and considerate.

Care and support were personalised and met people's needs. People told us the service enabled them to remain as independent as possible and to live in their own homes.

Staff had access to up to date information about how to support people and communication with health and social care professionals was effective in ensuring people received joined up care.

Complaints had been dealt with appropriately, lessons had been learnt and improvements made.

The service was well led, and management and staff knew their roles and responsibilities. Systems were in place to audit the quality and delivery of care to people.

However, we recommended that the provider focus on how they will sustain good outcomes in the delivery of high quality care for everyone using the service.

Rating at last inspection:

The service was rated as Good in safe and effective and Requires Improvement in caring, responsive and well led with an overall rating of Requires Improvement. The last report was published 22 May 2018.

Why we inspected: This inspection was part of our scheduled plan of visiting services to check the safety and quality of care people received. Well led was given a rating of Requires improvement with an overall rating of Good.

Follow up: We will continue to monitor the service through the information we receive.

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

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