

Caring Direct Ltd

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Inspection summary

CQC carried out an inspection of this care service on 26 March 2018. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Good 

Is the service effective?

Good 

Is the service caring?

Requires Improvement 

Is the service responsive?

Requires Improvement 

Is the service well-led?

Requires Improvement 

We carried out an announced comprehensive inspection of this service on 26 March 2018. We reported that the registered provider had made the necessary improvements to the service and they were no longer in breach of Regulation 9 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. However, some small improvements were required to Caring in relation to the consistency of staff; Responsive in relation to rota arrangements and in Well-led to continue to monitor the improvements to the quality of the service. The service remains 'Requires improvement'.

Caring Direct is a domiciliary care agency currently providing individual packages of care to people in their own homes. The provider was given prior 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, 98 people were using the service with 12 management and office staff and 36 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.

Improvements were needed to the consistency of staff and the rota arrangements in some areas of the county to ensure people had times when they needed them.

The service was not always caring and respectful as the quality of staff varied. People did not always experience person centred care, which met their needs, preferences and choices in relation to the rota arrangements and call times.

The service was not always well-led. Improvements had been made to the quality assurance process but staffing arrangements needed some action to be taken to deliver a high quality service.

People told us they felt safe when receiving care and support and were involved in developing and reviewing their care plans. Systems were in place to protect people from abuse and harm. Risk assessments had been completed so that staff knew how to keep people and themselves safe.

There were sufficient staff with the right knowledge and skills to meet people's needs. Staff had been recruited safely. Staff had the competence and skills to administer medicines safely and as prescribed. A reminder to staff about protecting people from the risks of infection had been put in place, straight after our inspection, based on what people told us. The provider recorded, reviewed and investigated incidents and accidents and took the necessary action.

People's needs were holistically assessed and support delivered in line with current guidelines. Staff had induction, training, supervision and appraisals and had the skills and knowledge to carry out their roles.

People's health needs were met as staff liaised well with health and social care professionals. Improvements had been made to enable people to have their meals as and when they wanted them and which met their nutritional needs.

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.

People's care plans were comprehensive, personalised and detailed so that staff would know about their needs. The feedback and monitoring of complaints had been used to improve the service. Staff were up to date in their knowledge and skills of caring for people at the end of their life.

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