

On 26th January 2016 we had an inspection from the English national care regulator the Care Quality Commission (CQC). You may be aware that the CQC has recently revised their inspection process after consultation with people who use care services and families. Their inspection is now based on five new Key Lines of Enquiry (KLOE) which are: Is this service safe, effective, caring, responsive to people's needs and well-led?

During this inspection visit, we received positive feedback, some of which is outlined below, however, there were some negative issues that we have addressed to ensure our service quality was not affected.

Positive feedback from people we support to the CQC inspector:

- People and their relatives told us they felt safe using the service and care workers understood how to protect people from abuse. Staff were confident that any concerns would be investigated and dealt with. All staff had received training in safeguarding adults from abuse and had a good understanding of how to identify and report any concerns.
- People's risks were managed and care plans contained appropriate risk assessments which were updated regularly when people's needs changed. The service had a robust recruitment process and staff had the necessary checks to ensure they were suitable to work with people using the service. People had regular care workers to ensure they received consistent levels of care.
- Care workers were aware of people's dietary needs and food preferences. Care workers told us they notified the registered manager or the assistant homecare manager if they had any concerns about people's health and we saw evidence of this in people's care plans. We also saw people were supported to maintain their health and well-being through access to health and social care professionals, such as GPs, occupational therapists and social services.
- People were involved in planning how they were cared for and supported. An initial assessment was completed from which care plans and risk assessments were developed. Care was personalised to meet people's individual needs and was reviewed if there were any significant changes, with health and social care professionals being contacted to authorise changes in care received. People and their relatives were actively encouraged to express their views and were involved in making decisions about their care and whether any changes could be made to it.
- People and their relatives told us care workers were compassionate and caring and knew how to provide the care and support they required. Care workers understood the importance of getting to know the people they supported and showed concerns for people's health and welfare.

- People told us that staff respected their privacy and dignity and promoted their independence. There was evidence that language and cultural requirements were considered when carrying out the assessments and allocating care workers to people using the service.
- The service promoted an open and honest culture. Staff felt well supported by the registered manager and assistant homecare manager and were confident they could raise any concerns or issues, knowing they would be listened to and acted on. The registered manager valued staff and appreciated the work they did.

Areas for improvement:

- Staff understood the principles of the Mental Capacity Act 2005 (MCA). Care workers respected people's decisions and gained people's consent before they provided personal care. However, the service did not ensure where appropriate, that people had signed their care plans in agreement with the care to be provided.
- There were processes in place to monitor the quality of the service provided and understand the experiences of people who used the service. This was achieved through regular communication with people and care workers, supervision and a programme of other checks and audits. However the registered manager failed to notify the CQC about an incident involving the police and a safeguarding concern that had been raised which is a legal requirement of the provider's registration.
- Medicines were administered and recorded by staff who had received relevant medicines training however this training wasn't refreshed on a regular basis to ensure that staff remained competent to carry out this task.

The issues identified in January 2016 resulted in a “**needs improvement rating**” and we are waiting for CQC to re-inspect our services later on in the year to check that we have addressed the issues they identified.

As the CQC Registered Manager for the Home Care Service, I want assure you that we have taken on board all of the findings in the 2016 report and submitted an action plan to CQC which addressed the issues.

- ensure all our service users or their representatives signed their care plans to consent to the care they received
- ensure staff training are refreshed on a regular basis
- ensure a new system on recording medicines is implemented
- ensure CQC is notified as soon as an incident involving the police and a safeguarding concern

Please do not hesitate to contact me if you would like to discuss any of the CQC findings in more detail.

Alan Chau
Registered Manager
020 7515 5598

- See the full inspection report at:
http://www.cqc.org.uk/sites/default/files/new_reports/INS2-2412519469.pdf