

A1 Home Care Ltd

A1 Home Care

Inspection summary

CQC carried out an inspection of this care service on 06 April 2017. This is a summary of what we found.

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|---------------------------------|--------|
| 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? | Good ● |

On 20 January 2016 we inspected A1 Home Care Services and found them to be in breach of one Regulation under the Health and Social Care Act 2008, (Regulated Activities) Regulations 2014. The breach was in relation to the lack of systems for the monitoring of the health, safety and welfare of people (Regulation 17). The service was rated as Good overall but Well Led was 'Requires improvement'. The provider sent us an action plan outlining what improvements they would make.

On 5 April 2017 we returned to the service to assess whether improvements had been made. We found that the quality of the service was assessed and monitored, that improvements had been made to the staff rostering system and that processes were in place for the supervision of staff. We have made a recommendation about the rota system given to people who use the service.

The provider was given 48 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in.

A1 Home Care Services provides a variety of care and support to people in their own homes. This includes supporting people with personal care needs, shopping, cooking, and companionship. .

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 service had appropriate systems in place to protect people from harm and uphold their rights. Staff had the knowledge and understanding to provide effective and safe care for people.

People's medicines were given to them safely and in a timely way and risks to people's health and wellbeing were appropriately assessed, managed and reviewed.

There were sufficient numbers of staff available to meet people's needs. A recruitment process was in place to protect people and staff had been employed safely with the right skills and knowledge to provide care and support to people.

People were assisted with the preparation of meals of their choosing which met their nutritional needs. They were treated with kindness and respect by staff and their dignity was maintained. Staff understood people's needs and provided care and support accordingly. Caring relationships had been developed and people were fully involved in their care arrangements.

Quality assurance arrangements had been improved to monitor the quality of the service for people and staff. There was a system for responding to complaints and concerns. The visible leadership of the service showed that person centred care was being delivered to people who used the service and the staff that worked there.

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**