

A1 Home Care Ltd

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Inspection summary

CQC carried out an inspection of this care service on 10 December 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?

Good ●

About the service

A1 Home care is a domiciliary care service which provides personal care to people in their own homes. At the time of inspection 102 people were using the service.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

People's experience of using this service and what we found

People felt safe using the service and were happy with the care and support they received.

Everyone asked said they would recommend the service to others. People were usually supported by regular care staff who knew them well. Staff turned up on time and stayed for the duration of the agreed visit time.

Risks to people had been assessed and staff knew what to do to keep people safe. Recording practices around risks required strengthening.

We made a recommendation about recording information on risks to people's health and safety.

There were sufficient staff employed who had been safely recruited. Staff followed good infection

control practices. Medicines were managed safely. Only staff who had been trained and assessed as competent administered medicines.

Staff received the training, supervision and support to be competent in their role. People were helped to have enough to eat and drink which met their needs and choices.

We made a recommendation about oral health care.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

Staff were kind and caring and knew people well. People were treated with dignity and respect and their privacy and independence was promoted.

People received care and support the way they wanted. People were included in planning their care and regular reviews were organised to check people were happy with the service they were receiving. There were systems and processes in place to manage any complaints and improve the service.

There was a registered manager in post who was well thought of by people and staff. Both the registered manager and provider were visible and accessible at the service. A range of safety and quality checks were in place to monitor the safety and quality of the service and identify any improvements required.

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

Rating at last inspection

The last rating for this service was Good. (16 April 2017)

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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**