

Mrs Judith Gayne

Premier Care At Home

Inspection summary

CQC carried out an inspection of this care service on 31 May 2017. This is a summary of what we found.

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

This was an announced inspection which took place on 31 May 2017. At the time of the inspection there were 18 people using the service. In accordance with our guidance, two working days prior to the inspection we contacted the registered provider and told them of our plans to carry out a comprehensive inspection of the service. This was to ensure the registered provider was available and able to provide the information we needed when we visited the agency's office.

Premier Care at Home is an independent domiciliary care agency based in a secure office in the registered provider's own home. The agency provides help and support to adults in their own homes who may have a variety of needs. Services provided included assistance with personal care if needed, music, yoga and reminiscence therapy, the preparation of meals and planned outings.

The Care Quality Commission (CQC) do not require a service to have a registered manager when the registered provider is in day to day control of the service. The registered provider was present on the day of the inspection and confirmed to us that they managed the service.

The registered provider has a legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run. This was the agency's first inspection since they were registered with CQC.

All the care staff who dealt with people's medicines had received medicine management training and overall we found the system for managing medicines within people's homes was safe. We have recommended however that the registered provider follows good practice guidance in relation to medication records.

People told us they felt safe with the staff that supported them and felt the staff had the right skills and experience to meet their needs.

We found sufficient suitably trained staff were employed to ensure people received the support they required. We saw that staff received the essential training and support necessary to enable them to do their job effectively and be able to care and support people safely.

We saw that suitable arrangements were in place to help safeguard people from abuse. Guidance and training was provided for staff on identifying and responding to the signs and allegations of abuse. Staff were able to demonstrate their understanding of the whistle-blowing procedures (the reporting of unsafe and/or poor practice).

We saw that appropriate arrangements were in place to assess whether people were able to consent to their care. The registered manager demonstrated a good understanding of the Mental Capacity Act 2005 (MCA). The MCA provides legal safeguards for people who may be unable to make their own decisions. Records showed that most of the staff had undertaken training in relation to the MCA.

People's care records contained enough information to guide staff on the care and support required. The care records showed that risks to people's health and well-being had been identified, such as the risk of poor mobility and managing their own medicines. Risks were also assessed in relation to general safety issues within people's homes. We saw that plans were in place to help reduce or eliminate any identified risk. People were involved in regular reviews of their care to ensure the care and support provided met their needs, preferences and wishes.

Arrangements were in place to help ensure the prevention and control of infection in people's homes.

To help ensure that people received safe, effective care and support, systems were in place to monitor the quality of the service provided. Systems were also in place for receiving, handling and responding appropriately to complaints.

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**