

Dignity Direct Homecare Limited

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Inspection summary

CQC carried out an inspection of this care service on 21 September 2017. 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 ●

This announced inspection took place on 21 September 2017. Dignity Direct Homecare Limited provides personal care to people living in their own homes. The service provided other support activities to people using the service such as domestic tasks, which the Care Quality Commission does not regulate. At the time of the inspection, 22 people were using the service.

This is the first comprehensive inspection of the service by the Care Quality Commission (CQC) since registration on 1 February 2016.

There was a registered manager in post. A registered manager is a person who has registered with the CQC 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 and associated Regulations about how the service is run.

Care workers knew how to protect people from abuse and understood their responsibility to raise any concerns at the service. The registered manager carried out risk assessments and ensured care workers had guidance about how to provide safe care and support to people. Care workers provided an enabling environment to people for positive risk taking.

People received the support they required to maintain their independence and to reach their full potential. Care workers knew how to support people who displayed behaviours that may challenge

the service and others.

People received safe care because care workers underwent robust recruitment procedures and pre-employment checks before they started providing care. The provider ensured there were sufficient numbers of care workers available to meet people's needs.

People received support to take their medicines safely. Care workers were trained and assessed as competent to manage people's medicines.

People using the service and their relatives said care workers were kind and caring. People were involved in making decisions about their care, and where they were unable to do so, received appropriate support through best interests meetings.

Care workers understood the health needs of people using the service and had sufficient knowledge and skills to deliver their care effectively. People received care from care workers who were supported in their roles. Care workers received regular supervision and appraisal of their performance.

People had an opportunity to provide their views about the service and felt that the provider listened to them. The registered manager responded to people's feedback and made changes when necessary.

People were treated with dignity and care workers maintained their privacy. The registered manager assessed and reviewed people's needs regularly. Care workers asked people about how they wanted their care delivered and respected their decisions.

People were supported to eat and drink and to maintain a healthy and balanced diet. Care workers supported people to access healthcare services when required.

People were encouraged to develop and maintain their independence and daily living skills. People received person centred care that was based on their individual needs, preferences and wishes. Care workers supported people to access the community safely and to take part in activities that they enjoyed.

People knew how to raise concerns and make a complaint about the service. The registered manager investigated and resolved complaints in line with the provider's procedures and timeframes. The provider reviewed procedures and provided additional training to care workers to minimise the recurrence of incidents or complaints at the service.

People and care workers knew the registered manager and described him as approachable and easy to talk to about their welfare. Care workers understood their roles and responsibilities and showed a commitment to support people with their individual needs in a person centred manner. Quality assurance systems were in place and used effectively to monitor the care and support provided to people. The registered manager acted on shortfalls identified and made the necessary improvements.

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