

Rose of Sharon Care Services Limited

Rose of Sharon Care Services

Inspection summary

CQC carried out an inspection of this care service on 02 December 2015. 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 ● |

This announced inspection took place on 2, 7 and 16 December 2015. The provider had a short amount of notice that an inspection would take place so we could ensure staff would be available to answer any questions we had and provide the information that we needed.

Rose of Sharon Care Services are registered to deliver personal care. They provide Domiciliary care to people living in their own homes. People who used the service had a range of support needs related to old age, dementia and physical disabilities. At the time of our inspection 26 people received personal care from the provider.

The service had a registered manager. 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.'

People told us they felt confident that the service provided to them was safe and protected them from harm. Staff told us the registered manager actively promoted an open culture amongst them and made information available to them to raise concerns. We found that medicines were managed and monitored effectively within the service. Assessments had been undertaken to identify any issues that may put people using the service at risk.

Staff were provided with an induction and supervision allowing them to understand fully their roles and responsibilities. There were a suitable amount of staff available to deploy who had the skills, experience and training in order to support people and meet their needs.

Staff had access to a range of training to provide them with the level of skills and knowledge to deliver care safely and efficiently. The registered manager was responsive in sourcing specific training for staff when it was needed. People were supported to take food and drinks in sufficient quantities to prevent malnutrition and dehydration.

Care plans contained information about people's abilities, preferences and support needs. People felt that staff established their consent before providing care. People felt that staff acted in a way that maintained their privacy and dignity whilst encouraging them to remain as independent as possible. Systems were in place for people and their relatives to raise any concerns they had or to make a complaint.

People and staff spoke highly of the leadership skills and inclusive nature of the registered manager. The service regularly sought people's feedback through questionnaires and phone contacts about the quality of the service. The registered manager undertook regular checks on the quality and safety of the service.

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