

Dunsmore Care Solutions Limited

Flexicare South Midlands

Inspection summary

CQC carried out an inspection of this care service on 13 March 2015. This is a summary of what we found.

Overall rating for this service	Good	
Are services at this location safe?	Good	
Are services at this location effective?	Good	
Are services at this location caring?	Good	
Are services at this location responsive?	Good	
Are services at this location well-led?	Good	

We inspected this service on 13 March 2015. The inspection was announced. The service was meeting the Regulations at our previous inspection on 29 November 2013.

The service delivers personal care to people in their own homes. At the time of our inspection 50 people were receiving the service.

There was a registered manager in post. 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 safe with all of their care staff. The provider had taken measures to minimise risks to people's safety. Staff were trained in safeguarding and understood the action they should take if they had any concerns that people were at risk of harm. The registered manager checked staff's suitability to deliver personal care in people's own homes during the recruitment process.

Care plans included risk assessments for people's health and wellbeing and described the actions staff needed to take to minimise the identified risks. Staff understood people's needs and abilities because they read the care plans and shadowed experienced staff when they started working for the service.

The registered manager assessed risks in each individual person's home and advised staff of the actions they should take to minimise the risks. People's medicines were administered safely because the provider's medicines policy included training staff and checking that people received their medicines as prescribed.

Staff received training and support that enabled them to meet people's needs effectively. Staff had

opportunities to reflect on their practice and consider their personal career development.

The manager understood their responsibility to comply with the requirements of the Mental Capacity Act 2005 (MCA) and Deprivation of Liberty Safeguards (DoLS). Records showed that people, their families and other health professionals were involved in making decisions about their care and support. Staff understood they could only care for and support people who consented to being cared for.

Staff referred people to other health professionals for advice and support when their health needs changed and supported people to follow the health professionals' advice.

Staff were allocated to people within a close geographical area of each other to ensure the amount of time spent travelling did not affect the amount of time available for care and support. Staff had regular rounds so they got to know people well.

People told us their care staff were kind and respected their privacy, dignity and independence and became 'part of the family'.

The provider asked people about their preferences for care during their initial assessment of needs. People told us they received care from a regular team of staff who understood their likes, dislikes and preferences for care.

People knew their complaints would be listened to and action taken to resolve any issues. Records showed the provider made improvement to the service in response to complaints.

People were encouraged to share their opinions about the quality of the service with through telephone conversations, visits by the management team and regular questionnaires.

The staff and management team shared common vision and values about the aims and objectives of the service. People were supported and encouraged to live as independently as possible, according to their needs and abilities.

The provider's quality monitoring system included regular checks of people's care plans and staff's practice. When issues were identified the provider took action to improve the quality of the service people received.

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