

Age Concern Manchester

Age Concern Home Care North Manchester

Inspection summary

CQC carried out an inspection of this care service on 06 February 2018 and 07 February 2018. 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 ●

The inspection took place on the 6 and 7 February 2018. We gave the service 48 hours' notice that we were conducting the inspection as the service to ensure there was someone available at the office.

Age Concern Home Care North Manchester is a domiciliary care agency. It provides personal care to people living in their own homes in the community. The service provides care to a range of people with different needs including older people, people living with dementia, learning disabilities, physical disabilities, mental health and sensory impairment. When we inspected the service, there were 76 people receiving domiciliary care. Calls to people's properties ranged from 30 to 60 minutes per visit and there was one person receiving a regular night sit. Not everyone receives regulated activity; the Care Quality Commission (CQC) only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do we also take into account any wider social care provided.

Our last inspection of this service was on the 10 and 11 October 2016 and we found concerns relating to regulation 17 and 19 of the Health and Social Care act 2008 (Regulated Activities) Regulations 2014. We found that quality checks on operational areas such as recruitment, medication and care plans were not sufficiently robust to provide adequate oversight and some

people's care records did not always contain appropriate information regarding mental capacity. Also, the provider did not ensure that the recruitment and selection process was sufficiently robust and appropriate pre-employment checks were in place. The overall rating for the service was requires improvement. At this inspection, we found significant improvements had been made to the service and found the service to be good in all of our key questions; safe, effective, caring, responsive and well led.

Following the last inspection, we asked the provider to complete an action plan to show what they would do and by when to improve the key questions in safe and well led to at least good. At this inspection, we found that the provider was completing audits and quality checks of recruitment and ensuring that any new staff members had the required pre-employment checks in place before commencement of employment. Furthermore, we also found that there were additional audits in place to monitor medication and care planning. Also, we saw there had been improvements in the service assessing people's mental capacity and making referrals to the local authority.

The service had 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 were protected from abuse. Staff followed the provider's and the local authorities safeguarding procedures to identify and report concerns to people's well-being and safety. Accidents and incidents were recorded and reviewed.

Comprehensive assessments were carried out to identify any risks or potential risks to the person using the service. This included any environmental risks in people's homes, risks in the community and any risks in relation to the care and support needs of the person.

Staff were recruited safely and trained to meet people's individual needs. Wherever possible people were only supported by staff known to them.

There were enough staff assigned to provide support and ensure that people's needs were met in the week. However, there was a small number of comments made about late calls at weekends. The service had recognised this and put in place procedures to assist in preventing late calls. The service was in the process of recruiting new staff members to train and assist with weekend cover.

Medication was well managed and staff were fully trained in the safe administration of medication,

Legible daily records were kept on each person and documented what care and support had been given.

Care plans were regularly reviewed and individual to the person.
People we spoke with told us that staff members were kind and caring.

Staff received support, regular supervision and attended training to enable them to undertake their roles effectively.

Staff were aware of the requirements of the Mental Capacity Act [2005] and the Deprivation of Liberty Safeguards [DoLS] which meant they were working within the law to support people who may lack capacity who may need to be referred under the court of protection scheme through the

local authority.

People were aware of how to raise concerns and felt the registered manager was approachable.

There were quality assurance systems in place to make sure that any areas for improvement were identified and addressed.

The registered manager and deputy manager were visible in the office. They regularly visited people in their own homes and each person we spoke with knew who they were.

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**