

Care Associates (Coventry) Limited

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Inspection summary

CQC carried out an inspection of this care service on 02 June 2016 and 03 June 2016. 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?	Requires Improvement 

We inspected this service on 2 and 3 June 2016. This was an announced inspection and we telephoned 48 hours' prior to our visit in order to arrange access to the information we needed. This included making arrangements for us to meet with staff who worked for the agency.

Our last inspection took place on 12 August 2013 when the provider was found to be meeting the legal requirements we looked at.

Care Associates is a domiciliary care agency that provides personal care and support to people living in their own homes. Care workers call at people's homes to provide personal care and support at set times agreed with them. At the time of our inspection there were 102 people who received personal care through Care Associates.

During the inspection we met with the 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 felt safe when supported by care workers who understood how to protect people from abuse. There were processes to minimise risks to people's safety which included information about

risks in care plans. All care workers had been provided with a staff handbook containing the policies of Care Associates to support them to provide safe and effective care to people.

Care workers received training on how to manage medicines so they could safely support people to take them. People supported with medicines confirmed they were able to take their medicines at regular intervals as prescribed.

Checks were carried out prior to care workers starting work to ensure their suitability to work with people who used the service. New care workers completed induction training and shadowed more experienced care workers to help develop their skills and knowledge before supporting people independently. This ensured they were able to meet people's needs effectively.

People received a service based on their personal needs and care workers usually arrived to carry out their care and support within the timeframes agreed. Care workers knew what to do and said they always attempted to let people know if they were delayed. People were positive about the care they received and were complimentary of the care workers that supported them. People told us care workers always maintained their privacy and dignity and supported them, where possible, to retain their independence. They commented that care workers were respectful, caring, and kind.

Changes in people's needs were identified and reported to the 'office' so that arrangements could be made to review care arrangements where necessary and ensure people's needs were met.

People's nutritional needs were met by the service where appropriate. People who were reliant on care workers to assist with meal preparation said they were offered a choice of meals and drinks whenever this was possible.

The registered manager and care workers understood the principles of the Mental Capacity Act (MCA) and how to put these into practice. Care workers told us they gained people's consent before giving care.

The provider had processes in place to monitor the quality of the service and to understand the experiences of people who used the service. This included regular communication with people and staff, service satisfaction surveys and audit checks. The results of the most recent survey people had completed showed a high level of satisfaction of the service. People knew how to raise concerns if needed. Complaints received had been investigated and responded to in a timely manner.

We found that records were not always sufficiently detailed or accurate to demonstrate person centred care and to show outcomes of quality checks.

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