

Senior Care Solutions @ Home Limited

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Inspection summary

CQC carried out an inspection of this care service on 06 May 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 undertook an announced inspection of Senior Care Solutions @ Home Limited on the 6 May 2015. We told the provider two working days before our visit that we would be coming. This is to ensure the registered manager would be in the office. This was the first inspection of the service. The service was registered with us in November 2013. In August 2014 people started receiving a service.

Senior Care Solutions @ Home Limited is a small domiciliary care service which provides personal care services to older people in their own homes. At the time of our inspection eight people were receiving a personal care service.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission (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 2008 and associated Regulations about how the service is run.

People told us they felt safe when receiving care. Staff understood how to safeguard the people they supported. There were appropriate numbers of staff employed to meet people's needs and provide a flexible service. Staff were able to accommodate changes to the service often at short notice when this was requested by people and their relatives.

Staff received regular relevant training and were knowledgeable about their roles and responsibilities. Staff understood people's needs and had the skills, knowledge and experience they required to provide people with the care and support they sought and needed. Staff were positive about their work, they told us they enjoyed working for the service and received the support they needed from management staff to enable them to do their job well.

Care plans were in place detailing how people wished to be supported. People's individual needs

and risks were assessed and identified as part of their plan of care and support. People and their relatives [when applicable] were involved in making decisions about their care. Staff knew people well and provided a personalised service. People told us they had got to know the staff well and found them to be respectful, competent and kind.

People told us they knew how to contact the office and had confidence that complaints would be addressed appropriately by the registered manager and provider. People had the opportunity to provide feedback about the service and were certain action would be taken to address any issues they raised and improvements to the service would be made.

There were effective systems in place to monitor the care and welfare of people and improve the quality 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**