

Northants Community Care Limited

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Inspection report

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Website:

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Ratings

Overall rating for this service

Good



Is the service responsive?

Good



Overall summary

This inspection took place on 14 October 2015 and was announced.

At our previous inspection on 11 July 2015, we found that there was a lack of detail in people's care plans in relation to the care and support they required. This meant that people could not be confident their needs would be fully met by staff providing care.

This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We asked the provider to provide us with an action plan to address this and to inform us when this would be completed. During this inspection we looked to see whether or not improvements had been made. We found that the provider was now meeting these regulations.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting 'all reports' link for 'Northants Community Care Limited' on our website at www.cqc.org.uk

Northants Community Care Limited provides personal care to people who live in their own homes.

The service did not have a registered manager. However, they were due to attend their registration interview the day after our visit. 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.

Summary of findings

During this inspection, we found that care plans had been reviewed and updated for all people using the service. Care plans had been written in a person centred way and we found them to be comprehensive, covering all areas of people's care needs.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service responsive?

This service was responsive

Improvements had been made to the care planning process. Care plans were detailed and contained guidance for staff to follow, to fully meet people's care needs.

Good



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Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to see if improvements had been made following the previous comprehensive inspection.

This inspection took place on 14 October 2015 and was announced. We gave the provider 48 hours' notice to make sure staff would be in the office.

The inspection was undertaken by one inspector.

Prior to this inspection we reviewed information we held about the service including statutory notifications that had been submitted. Statutory notifications include information about important events which the provider is required to send us by law. We contacted the local authority that commissioned the service to obtain their views.

We reviewed care records relating to ten people who used the service, including four people who were new to the service since our previous visit.

Is the service responsive?

Our findings

During our previous inspection we found that care plans contained vague details of the care and support people required. There was no specific guidance for staff in relation to how much support people needed and how much they were able to do for themselves. In addition care plans were not written in a way that promoted individualised care.

This was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we found improvements had been made to the care planning process.

The manager told us that care plans for all people using the service had been reviewed and updated for all people using the service.

We looked at ten care plans for people using the service. This included the care files for four people who were new to the service since our previous visit. We found that all the care plans were detailed and comprehensive. They

contained specific guidance for staff to follow to meet people's needs. For example, there was detailed information about people's medication needs. This included their preferred way of taking their medicines.

Care plans were written in a person centred way. For example, we found information about the times people preferred to get up and go to bed. We saw there were details about how people wanted their personal care provided by staff. This included whether people preferred a bath, shower or wash. In addition, there was good information in relation to people's moving and handling needs. We found guidance for staff in relation to people's nutritional needs. This included their dietary likes and dislikes and guidance on the support people needed to prepare and eat their meals.

There was guidance for staff in relation to people's daily routines. This detailed the times people were supported to attend social activities such as hydrotherapy sessions, shopping, day centres and other activities people were supported with.

Overall we found that improvements had been made to the care planning process. This ensured that staff had detailed information about people they were supporting so they could meet their needs fully.