

Tranquillity Care Solutions UK Ltd

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Inspection report

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11 October 2023

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Ratings

Overall rating for this service

Insufficient evidence to rate

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Tranquillity Care Solutions UK Ltd is a domiciliary care agency providing personal care to people in their own homes. When we inspected, there were 20 people receiving personal care from the service.

People's experience of the service and what we found

At the time of the inspection, people and their representatives had been told they needed to make new care arrangements because the service was closing down. As this was their main priority, we did not speak to people about their experience of care.

The provider was not fully aware of their responsibilities as a registered provider. They had not acted in a timely manner to ensure people had a smooth transition to their new care arrangements.

The provider and other care staff knew people well and described how they had tried to support people in a compassionate manner.

Why we inspected

This inspection was prompted by a monitoring call we held with the provider which raised concerns over their management of service. When we contacted the provider to carry out an inspection, they told us the service was going out of business. We were concerned about the safety of people they were supporting. We carried out a targeted inspection to look at the arrangements the provider had in place to ensure people continued to receive safe care as the service closed.

Follow Up

The provider is no longer registered to provide personal care.

During the inspection and immediately after we had contact with the local authority to share our concerns. The local authority worked with the parties involved to ensure people continued to be supported safely, as required.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

We did not rate well-led at this inspection.

Details are in our well-led findings below.

Inspected but not rated

Tranquillity Care Solutions UK Ltd

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection team consisted of 1 inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post.

Notice of inspection

The inspection was announced. This was because we needed to be sure that the provider would be available to speak with us. We had not been able to contact the provider by email and so had to visit the office.

What we did before the inspection

We reviewed the information we held about the service to plan our inspection.

The inspection

We met the provider, who was the nominated individual, at the office. A nominated individual is responsible for supervising the management of the service on behalf of the provider. We also met two senior care staff.

We spoke to partners such as the local authority to gather and share information.

Is the service well-led?

Our findings

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

This was a targeted inspection undertaken to look at the arrangements the provider had in place to ensure people continued to receive safe care as the service closed. We have not looked at all the of the well-led key questions and did not rate well-led at this inspection.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- We carried out a monitoring call with the provider on 16 August 2023 where we had concerns about the governance arrangements at the service. Quality assurance checks were not being carried out routinely and there were no effective systems for gathering and acting on feedback.
- There had been no registered manager in place since April 2022, however the provider had not let CQC know until July 2023.
- During our inspection we struggled to contact the provider to gain assurances about the safety of people as the service closed. When we visited the office, the provider told us their email had changed and they had forgotten to let us know. Apart from this, they communicated well with us.
- The provider told us they had struggled to make effective arrangements for the closure of the service because of the financial uncertainties during this period.
- The provider and the care staff we spoke to knew people well and spoke with compassion about them, despite the challenges for everyone working at the service. They worked with the local authority and the new care providers to share information about people's care needs.