

Compassionate Care Ltd

# Compassionate Care Ltd

## Inspection report

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23 February 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service responsive?	<b>Inspected but not rated</b>
Is the service well-led?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Compassionate Care Ltd provides personal care to people living in their own homes and to people within supportive living settings. At the time of our inspection the service was providing personal care to 52 people.

### Why we inspected

The Care Quality Commission (CQC) have introduced targeted inspections to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about complaints handling and management of the service. A decision was made for us to inspect and examine those risks.

### People's experience of using this service and what we found

The culture and ethos within the service was one of continuous learning that placed people at its heart.

The registered manager and wider leadership team conducted their business in an open, honest and transparent manner.

Complaints or concerns raised with the service were managed effectively. A complaints log was maintained which recorded details of the complaint, management action taken, and details of the outcome.

Regular reviews would be conducted with people who used the service. The outcome of a particular review would be used to help shape people's care plan and to ensure quality standards were being maintained.

Staffing structures within the service were clear and unambiguous. It was evident during our inspection visit that staff worked well together.

We found no evidence of wider systemic issues related to complaints handling or leadership and management of the service.

### Rating at last inspection

The last rating for this service was good (published 11 June 2018).

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Compassionate Care LTD on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service responsive?

At our last inspection we rated this key question as good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

### Is the service well-led?

At our last inspection we rated this key question as good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

**Inspected but not rated**

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## 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 Care Act 2014.

This was a targeted inspection to check on specific concerns.

#### Inspection team

This inspection was carried out by one inspector.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes. This service also provides care and support to people living in a 'supported living' setting so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked in part at people's personal care and support.

#### Notice of inspection

We gave the service 48 hours' notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

#### What we did before the inspection

We reviewed information we held about the service since the last inspection. For example, statutory notifications, complaints and whistleblowing records.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During the inspection

We reviewed a variety of records related to care planning, complaints, surveys and feedback, audit and quality assurance.

We spoke with two managers, including the registered manager, and the business owner.

After the inspection

We continued to analyse the information gathered during the inspection. We also asked the registered manager for additional information related to governance.

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

Improving care quality in response to complaints or concerns:

- Complaints or concerns continued to be managed effectively. A complaints log was maintained which recorded details of the complaint, management action taken, and details of the outcome.

# 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.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements:

- Staffing structures within the service were clear and unambiguous. It was evident during our inspection visit that staff worked well together.
- Systems for audit, quality assurance and questioning of practice were robust and operated effectively.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics:

- Systems to gain feedback from people who used the service were operated effectively.
- Regular reviews were conducted with people who used the service. The outcomes of reviews were used to help shape people's care plan and to ensure quality standards were being maintained.
- Systems were in place to ensure people could be involved. For example, information could be provided in different formats.
- Staff were able to contribute and express their views through a variety of means. For example, through regular one-to-one meetings with their line manager, through team meetings and through an online staff survey.

Continuous learning and improving care:

- The culture and ethos within the service was one of continuous learning that placed people at its heart. The registered manager and wider leadership team conducted their business in an open, honest and transparent manner.
- Since our last inspection, a number of improvements had been made. For example, a new induction framework for team leaders had been introduced and a reflective practice supervision record.