

North West Shared Lives Limited

North West Shared Lives

Inspection report

Bridge Chapel Centre
Heath Road
Liverpool
Merseyside
L19 4XR

Tel: 07746144114

Date of inspection visit:
11 December 2018
21 March 2019

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10 April 2019

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated
Is the service effective?	Inspected but not rated
Is the service caring?	Inspected but not rated
Is the service responsive?	Inspected but not rated
Is the service well-led?	Inspected but not rated

Summary of findings

Overall summary

About the service: North West Shared Lives is an agency that supports people to live in other people's homes and receive care. We were unable to establish exactly how many people were being supported by the service.

People's experience of using this service: We tried to make contact with the provider on a number of occasions by email, telephone, text message and by post. We visited the premises registered to CQC on the first date of the inspection and we were able to conclude that the service was not operating from this address. We then visited the providers address but there was no one in. We telephoned, emailed and left a message through the door but still received no response.

We managed to make contact with some of the staff who were supporting people using the service to live in their homes. We were able to establish that the service was still operating and people were still using it.

We informed the local authority of our concerns and asked them to check that the people receiving care from the service were safe.

Rating at last inspection: The service was rated Requires Improvement at the last inspection in November 2016.

Why we inspected: We tried to inspect to follow up concerns about the service identified at our previous inspection.

Enforcement: We are considering enforcement action and will report on this if and when it is completed.

Follow up: We will continue to try and make contact with the provider and will liaise with the local authority to check that people using the service are safe.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were unable to rate this domain.

Inspected but not rated

Is the service effective?

We were unable to rate this domain.

Inspected but not rated

Is the service caring?

We were unable to rate this domain.

Inspected but not rated

Is the service responsive?

We were unable to rate this domain.

Inspected but not rated

Is the service well-led?

We were unable to rate this domain.

Inspected but not rated

North West Shared Lives

Detailed findings

Background to this 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. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Act, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Inspection team: Two inspectors and one inspection manager.

Service and service type: The service is a shared lives care agency.

The service had a manager registered with the Care Quality Commission. This means they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection: This inspection was unannounced. We did try to announce the inspection but could not make contact with the provider.

What we did: We reviewed information we had received about the service since the service was last inspected. We received information of concern about the running of the service so we tried to make contact to inspect the service but were unable to make contact with the provider. We managed to speak with some of the staff who worked as carers for the service so we were able to establish that the service was still in operation. We tried to contact the provider on the same number that the carers used to contact them, but our calls were not answered.

Inspected but not rated

Is the service safe?

Our findings

We were unable to complete the inspection so we were unable to form a judgement about this domain.

Is the service effective?

Our findings

We were unable to complete the inspection so we were unable to form a judgement about this domain.

Inspected but not rated

Is the service caring?

Our findings

We were unable to complete the inspection so we were unable to form a judgement about this domain.

Inspected but not rated

Is the service responsive?

Our findings

We were unable to complete the inspection so we were unable to form a judgement about this domain.

Inspected but not rated

Is the service well-led?

Our findings

We were unable to complete the inspection so we were unable to form a judgement about this domain.