

Absolute Home Care Nottingham Limited

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## Inspection report

106A-116A Front Street  
Arnold  
Nottingham  
NG5 7EG

Tel: 01156710951

Date of inspection visit:  
09 May 2023

Date of publication:  
14 June 2023

## Ratings

Overall rating for this service

Insufficient evidence to rate

Is the service safe?

**Insufficient evidence to rate**

Is the service well-led?

**Insufficient evidence to rate**

# Summary of findings

## Overall summary

### About the service

Absolute Home Care Nottingham Limited (also known as Arnold Home Care) is a care at home service. Not everyone who uses care at home services receives personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided.

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

We visited the provider's registered office at 106A-116A Front Street, Arnold, Nottingham NG5 7EG on 9 May 2023. We were unable to access the premises as the entrance was boarded up. There was no sign at the office to tell us where the provider had moved to.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection and update

The last rating for this service was Requires Improvement (published 12 October 2022). The service remains rated requires improvement. This service has been rated requires improvement for the last 2 consecutive inspections.

### Why we inspected

We received concerns in relation to the quality and safety of people's personal care. As a result, we undertook a focused inspection to review the key questions of Safe and Well-led only.

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

### Follow up

Full information about CQC's regulatory response is added to reports after any representations and appeals have been concluded.

## 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 gain access to the provider's office to carry out our inspection.

**Insufficient evidence to rate**

### **Is the service well-led?**

We were unable to gain access to the provider's office to carry out our inspection.

**Insufficient evidence to rate**

# Absolute Home Care Nottingham Limited

## **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

This inspection was carried out by one inspector, who visited the provider's registered office on 9 May 2023. We were unable to access the premises as the entrance was boarded up. There was no sign at the office to tell us where the provider had moved to.

#### 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 service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and the local clinical commissioning group about the service. The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

**Insufficient evidence to rate**

## Is the service safe?

### Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question Requires improvement. We were unable to access the premises and unable to carry out our inspection. Therefore we have not rated this key question.

## 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 our last inspection we rated this key question Requires improvement. We were unable to access the premises and unable to carry out our inspection. Therefore we have not rated this key question.