

Supreme Care Services Limited

# Supreme Care Services Limited

## Inspection report

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06 September 2022

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Supreme Care Services Limited is a domiciliary care agency. The service provides personal care to people living in their own houses and flats it provides a service to older adults some of whom have physical disabilities, mental health needs and are living with dementia. At the time of our inspection 500 adults were receiving support with personal care from the service. the majority of people had their care funded and organised by the local authority.

Not everyone who used the service received 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

This was a targeted inspection that considered if people were safeguarded from the risk of financial abuse and harm. Based on our inspection we found that the provider had effective systems in place to protect people from the risk of abuse.

Staff understood the different types of abuse and who they should raise any concerns with. Staff received training and there were regular updates from the management team to remind staff of their responsibilities.

We did not speak with any people who used the service as part of this inspection.

### Rating at last inspection

The last rating for this service was good published (05 May 2022).

### Why we inspected

The inspection was prompted by information we received regarding people been at risk of financial harm. This targeted inspection examined those potential risks. We found no evidence during this inspection that people were at risk of harm from this concern. Please see the Safe section of this full report. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to check 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.

You can read the report from our last inspection, by selecting the 'all reports' link for Supreme Care Limited 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, which will help inform when we next

inspect.

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

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Supreme Care Services 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.

This was a targeted inspection to check on a concern we had about safeguarding systems in place in the service.

#### Inspection team

The inspection was carried out by one inspector.

#### Service and service type

Supreme Care Services Limited is a domiciliary care agency. It provides personal care to people living in their own houses and flats and specialist housing.

#### 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. This included any significant incidents that occurred at the service. The provider was 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 used all this information to plan our inspection.

#### During the inspection

We reviewed a range of records related to safeguarding processes across the service. We spoke with the registered manager, deputy manager, two field care supervisors and the services quality and compliance consultant. We looked at a range of records relating to safeguarding, samples of meeting records, staff supervision and minutes of team meetings. We also reviewed policies and procedures and examples of learning being shared across the service.

# 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 good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to check if the provider had safeguarding systems and processes in place to mitigate people from the risk of harm.

Systems and processes to safeguard people from the risk of abuse; Learning lessons when things go wrong

- The provider had effective processes in place to protect people from the potential risk of financial abuse. Whilst we do not believe people were being financially exploited, we had received seven different reports concerning this risk.
- The provider had clear policies in place for managing people's finances and this was done in partnership with the local authority. Financial transactions were checked regularly by senior care staff and any errors were reported promptly.
- Staff were trained on how to safeguard people and knew the process to report and escalate any concerns. If the registered manager identified that staff needed further safeguarding training this was completed.
- The provider sent regular updates to people and care staff to inform them of how to protect themselves from the potential risk of abuse.
- Safeguarding was discussed in team meetings and supervisions to ensure the outcomes of investigations were used as a learning experience for staff.
- Senior staff reviewed all safeguarding concerns on a monthly basis to ensure lessons learned were identified and shared so appropriate action could be taken to help prevent any recurrence.