

Panacea Senior Care Limited

# Panacea Senior Care Limited

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

### About the service

Panacea Senior Care Limited is a domiciliary care service registered to provide personal care to older people including those living with dementia, mental health needs, physical disability, and younger adults. 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. At the time of this review six people were receiving personal care support.

### Background to this report

At our previous comprehensive inspection at Panacea Senior Care Limited on 5 February 2020 we identified concerns relating to Well Led. We found that the provider had moved the location of the service without informing the CQC.

This was a breach of Regulation 15 Registration Regulations 2009, Notifications – notices of change, for which we issued a requirement notice. The key question Well Led was rated Requires Improvement and the overall location rating was Requires Improvement

The full report of that inspection can be found by selecting the 'all reports' link for Panacea Senior Care Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Why we carried out this review

We carried out a review on 23 May 2022 to follow-up on the requirement notice and assess whether the provider has addressed the improvements required at our previous inspection.

We did this using a 'desk-based' review process because evidence to demonstrate that the requirement notice had been met could be obtained and assessed remotely without needing an inspection visit to the location. This was not an inspection: the scope of this review did not include a visit to the service or an assessment of the outcomes for people using the service.

### What we found

This report covers our findings in relation to the action taken by the provider to address the requirement notice issued at our last inspection. Details of the findings from this remote assessment can be found under the Well Led section of this report.

Through this review we have assessed that Panacea Senior Care Limited has taken action to meet the requirement notice issued after the last inspection and is therefore no longer in breach of Regulation 15

Registration Regulations 2009, Notifications – notices of change. We were able to see evidence that improvements have been made, including a Registered Manager being in post.

Because the breach of regulation has been met Panacea Senior Care Limited is now rated Good overall.

## 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?

Good ●

The service was well-led

# Panacea Senior Care Limited

## **Detailed findings**

### Background to this inspection

#### The review

We carried out this review under section 46 of the Health and Social Care Act 2008, which permits us to conduct a review of how a provider carries on a regulated activity. We can carry out a review under s46 without needing to do an inspection (site visit) but we must assess the performance of the provider and publish a report of our assessment. Any rating adjustment made following the review must reflect the outcome of our assessment.

#### How we carried out this desk-based review

The review was carried out by one inspector. No notice of review was given to the provider. The Well Led key question was reviewed to ensure that appropriate action had been taken by the provider to meet the fundamental standards of health and social care. For this desk-based assessment we reviewed all the information we hold about this service. This included:

The notifications they have submitted to the CQC as required by regulation  
The action plan submitted following the previous inspection  
All information we had received about the service since the last inspection.

#### Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes. The service had a registered manager. A registered manager similar to the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

The provider's conditions of registration require this service to have a manager who is registered with the

Care Quality Commission. Both the registered provider and the registered manager are legally responsible for how the service is run and for the quality and safety of the care provided.

# 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. Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements;

At the last inspection this key question was rated as Requires Improvement because the provider failed to ensure CQC were formally notified of key events - in this case that they had moved premises. This was a breach of Regulation 15 of the Registration Regulations 2009, Notifications – notices of change. In addition there was no registered manager in post.

At this review the rating has improved to Good. Enough improvement had been made and the provider was no longer in breach of Regulation 15. In addition a Registered Manager was in post.

- The provider submitted an action plan following the last inspection. This included evidence to demonstrate the notification for change of location was subsequently submitted after the inspection. The location was then registered for the correct address it was being operated from.
- Since the last inspection CQC have received other notifications in line with regulatory requirements. It is important that these notifications are submitted to ensure the CQC can effectively monitor regulated services.
- A registered manager was now in post as required by regulation.