

North London Asian Care

# North London Asian Care

## Inspection report

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### Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

# Summary of findings

## Overall summary

At the last inspection of this service in June 2015 the registered manager had recently left the service and we met with the acting manager. The acting manager had not registered with the Care Quality Commission (CQC). Because the manager was not registered with us at the time of the inspection we rated the Well-Led section as "requires improvement".

After the inspection the provider contacted us and informed us that a new manager had been appointed at the agency and had applied to be registered with the Care Quality Commission.

This focussed inspection took place on 22 January 2016 and was announced. We gave the provider one days' notice that we would be visiting their head office. We gave the provider notice as we wanted to make sure the registered manager was available on the day of our inspection. This inspection was carried out by a single inspector. This report only covers our findings in relation to the registered manager within the well-led section. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for North London Asian Care on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

North London Asian Care is a non-profit making registered charity that provides personal care to people living at home. It provides care and support to adults of all ages, but most of the people using the service at the time of our inspection were older people. The service specialises in providing a service for people from an Asian background but does also support people from other ethnic groups.

We met with the registered manager and saw that their registration certificate was on display in the agency head office. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run. The service is required by law to have a registered manager. Because the service now had a registered manager in post we were able to change and revise the rating for the 'Well-Led' section from 'requires improvement' to 'good'.

## 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. The newly appointed manager had successfully gone through the process of registration with the Care Quality Commission.

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## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This inspection took place on 22 January 2016 and was announced. We gave the provider one days' notice that we would be visiting their head office. We gave the provider notice as we wanted to make sure the registered manager was available on the day of our inspection.

The inspection was carried out by a single inspector. Prior to the inspection we checked our records in relation to the registration of the recently appointed manager of the service. During the inspection we met with the registered manager.

## Is the service well-led?

### Our findings

We met with the registered manager and discussed the systems and procedures they had already implemented in order to continually improve the experience of people using the service. This included a newly designed care plan and accompanying risk assessment template and an increase in the monitoring of care provision through care reviews and spot checks.

The registered manager told us they had implemented spot checks at weekends and in the evening. The registered manager was taking part in these unannounced spot checks as well as carrying out pre assessments of the needs of people wishing to use the service.

We saw that the registered manager's registration certificate was on display in the agency's head office.