

Nayland Care Agency Ltd

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Inspection summary

CQC carried out an inspection of this care service on 23 July 2018. This is a summary of what we found.

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|---------------------------------|--------|
| Overall rating for this service | Good ● |
| Is the service safe? | Good ● |
| Is the service effective? | Good ● |
| Is the service caring? | Good ● |
| Is the service responsive? | Good ● |
| Is the service well-led? | Good ● |

Nayland Care Agency Limited is a domiciliary care agency. It provides personal care to people living in their own homes. It provides a service to adults. At the time of this announced inspection of 23 July 2018 there were 196 people who used the personal care service. We inspected the service on a Monday and announced our inspection on Friday 20 July 2018 to make sure that someone was available.

At our last inspection of 1 August 2017, the service was rated requires improvement overall. The key questions for effective and caring were rated good and the key questions safe, responsive and well-led were rated requires improvement. At this inspection we found improvements had been made and is now rated good overall.

There was no registered manager in post, the previous registered manager had left the service in March 2018. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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 2008 and associated Regulations about how the service is run.

Improvements had been made in how the service was led. This included improvements in their governance systems to assess and monitor the service provided to people. The service had a quality assurance system and shortfalls were identified and addressed. As a result, the quality of

the service continued to improve.

Improvements had been made in how the service provided people with safe care. Risks to people were managed, including risks from abuse and in their daily lives. The service learned from incidents to improve the service. There were enough care workers to cover people's planned care visits. A new system was in place to support the service to monitor and address missed and late visits. Recruitment of care workers was done safely. Where people required support with their medicines, this was done safely. However, an issue had arisen when a person was not receiving their medicines as required, this was immediately addressed. The risks of cross infection were minimised.

Improvements had been made in how the service provided people with responsive care. People received care and support which was assessed, planned and delivered to meet their individual needs. There were systems in place to support and care for people at the end of their lives, where required. A complaints procedure was in place and complaints were investigated and responded to and used to drive improvement.

The service continued to provide people with an effective service. People were supported by care workers who were trained and supported to meet their needs. People were supported to have maximum choice and control of their lives and care workers cared for them in the least restrictive way possible; the policies and systems in the service supported this practice. Systems were in place to support people with their dietary needs, if required. People were supported to have access to health professionals where needed. The service worked with other organisations involved in people's care to provide a consistent service.

The service continued to provide a caring service. People had positive relationships with their care workers. People's dignity, privacy and independence were respected and promoted. People's views were listened to and valued.

Further information is in the detailed findings below.

You can ask your care service for the full report, or find it on our website at www.cqc.org.uk or by telephoning 03000 616161