

Independent People Homecare Limited

Independent People Homecare Services Limited

Inspection report

26 High Street
Great Baddow
Chelmsford
Essex
CM2 7HQ

Tel: 01245860361

Website: www.iphomecare.co.uk

Date of inspection visit:

09 October 2018

10 October 2018

Date of publication:

14 November 2018

Ratings

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 ●

Summary of findings

Overall summary

This inspection took place on the 09 October and 10 October 2018 and was announced.

This service is a domiciliary care agency. It gives personal care to people living in their own houses. It provides a service to older adults. On the day of our inspection, there were 139 people using the service, all of which received personal care.

At our last inspection we rated the service good. At this inspection we found the evidence continued to support the ongoing rating of good. There was no evidence or information from our inspection that demonstrated serious risks or concerns. This inspection report is written in a shorter format because our overall rating of the service has not changed since our last inspection.

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

People were safe at the service. Staff knew what action to take if abuse was suspected. Some people told us that they had experienced missed or late visits on occasions. We have made a recommendation about missed and late visits. A robust recruitment and selection process was in place.

Staff had a good understanding of how to manage medicines. People's medicines were managed so that they received their medication at the right time and in the right way.

People are supported to have maximum choice and control of their lives and staff support them in the least restrictive way possible; the policies and systems in the service supported this practice.

Staff were kind and had developed good relationships with people using the service. People told us they were comfortable in the presence of staff. People told us staff were caring and looked after them well. People were provided with the care, support and equipment they needed to stay independent.

Systems were in place to manage compliments and investigate complaints. Staff understood the importance of supporting people to have a good end of life as well as living life to the full whilst they were fit and able to do so. End of life care plans include people's wishes to ensure that people's passing was comfortable, pain free and as peaceful as possible.

People were involved with care planning and staff knew people well and were aware of their personal histories. Positive relationships had developed between people and the staff that supported them. Information included guidance for staff so they could follow a structured approach to recognise and manage people's health conditions and behaviour.