

Llayett Limited

## Good Neighbour Care

### Inspection summary

CQC carried out an inspection of this care service on 05 April 2017. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Good 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

The inspection took place on 05 April 2017. This was an announced inspection to ensure the manager was available in the office to meet with us. This service was last inspected on 22 April 2016 when we found the provider was in breach of one regulation, in relation to assessing and mitigating individual risks identified as part of people's care and support plan.

Good Neighbour Care is a domiciliary care service run by Llayett Limited. At the time of inspection, the service was providing personal care to nine older people and people with dementia in their own homes.

The service had a registered manager 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 2008 and associated Regulations about how the service is run.

People using the service and their relatives were very happy with the service and found staff caring, and helpful. People were happy with staff's punctuality and found the service reliable and trustworthy, and were happy to recommend the service.

The service followed appropriate procedures to safeguard people from harm. Staff demonstrated good understanding of protecting people against abuse and their role in promptly reporting poor

care. Risk assessments were individualised and provided sufficient information and instructions to staff on the safe management of identified risks. However, staff were not provided with detailed instructions on how to support people with medicines and risks involved if the medicines were missed. We found gaps in medicine administration records.

The service did not follow appropriate recruitment practices, some staff did not have updated criminal record checks and their references were not sought as per the provider's policy.

Staff were well-trained and received regular supervision and support from the management to do their jobs effectively. Staff sought people's consent before providing care and gave them choices. People's nutrition and hydration needs were met. Staff maintained detailed daily care delivery records giving a clear account of how people were supported. The service worked with health and care professionals in improving people's physical health.

Care plans were individualised and regularly reviewed, they recorded people's needs, likes and dislikes. Staff were provided with instructions on how to support people to meet their needs and preferences. People were supported with social aspects of their life and with various activities when requested.

The registered manager regularly called people for their feedback but did not keep records of this. They visited people's homes to observe staff whilst supporting people with their care needs to ensure they were supported as per their care plans. The service asked people and their relatives if they found care delivery effective via annual feedback survey forms. People and their relatives told us they were happy with the service, and found the registered manager approachable and helpful.

The service had systems and processes to assess, monitor and improve the quality and safety of the care delivery however, this did not always identify gaps in the record keeping.

We found one breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to not following safe recruitment procedures.

You can see what action we told the provider to take at the back of the full version of the report.

**You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161**