

Helena McNally

# Old Friends Care

## Inspection summary

CQC carried out an inspection of this care service on 17 May 2016 and 18 May 2016. This is a summary of what we found.

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 ●

This inspection was announced and took place on 17 and 18 May 2016. We gave the provider 48 hours' of our intention to undertake the inspection. This was because the service provides domiciliary care to people in their own homes and we needed to make sure someone would be available at the office.

Old Friends Care is a domiciliary care agency registered to provide personal care to people living in their own homes. A registered provider was in charge when we inspected the service.

Registered providers 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. At the time of our inspection 143 people received care and support services.

People said they were safe and they were cared for by staff who had a clear understanding of the risks associated with people's needs. Staff demonstrated knowledge of the different types of potential abuse and how they should respond. People had their individual risks assessed and had plans in place to manage them. Medicines were administered by care staff that had received training. The registered provider had procedures in place to monitor that people received their medicines to safely meet their health needs.

Care staff had been recruited following appropriate checks and the registered provider had

arrangements in place to make sure that there were sufficient care staff to provide support to people in their own homes. People told us they received reliable care from a regular team of staff who understood their preferences for care and support.

People told us they were listened to and were involved in making decisions about their care. Care staff understood they could only care for and support people who consented to being cared for. People told us they were happy with the way in which care staff supported them to choose and prepare meals.

People told us they received support from caring staff and the registered provider arranged opportunities for people to meet up and socialise together. People told us that staff treated them with privacy and dignity and supported them to maintain their independence.

People were encouraged by the provider to express their views and give feedback about their care. People said staff listened to them and they felt confident they could raise any issues should the need arise and action would be taken.

Care staff felt supported by the manager and registered provider and that they were given opportunity to progress. The manager was committed to developing new initiatives to support the care provided to people.

The registered provider ensured regular checks were completed to monitor the quality of care that people received and look at where improvements could be made. They encouraged an open office where staff could 'pop in at any time' and staff confirmed that they could 'count on support from the office'.

People were positive about the care and support they received and the service as a whole.

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