

Enhanceable

EnhanceAble Living

Inspection summary

CQC carried out an inspection of this care service on 04 June 2019. This is a summary of what we found.

Overall rating for this service

Requires Improvement ●

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?

Requires Improvement ●

About the service- EnhanceAble Living is a domiciliary care agency and registered for 'personal care'. The service provides personal care to young adults and older people who may be living with dementia, have physical and/or learning disability, autism and an acquired brain injury. At the time of inspection, nine out of 44 adults were receiving support with personal care from this service.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

Whilst the inspection was to cover support in the people's own home, the organisation also offered people day centre and respite services.

People's experience of using this service and what we found

Quality assurance processes were not always in place to ensure effective care delivery. There were no audits carried out by the management team to monitor people's medication administration record (MAR)sheets, review criminal record checks, staff's performance and training needs. This was a breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

People's care plans were detailed and person-centred but required additional information in

relation to their personal histories and end of life care choices. The provider told us they would address this immediately.

Staff were aware of the actions they had to take should they notice abuse or incidents and accidents taking place. Pre-employment checks took place to ensure staff's suitability for the role. People had support to take their medicines as prescribed. Staff understood their responsibility to provide hygienic care for people. Risk assessments were robust and person-centred.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff understood and complied with the requirements of the Mental Capacity Act (MCA) 2005.

Guidance and support from healthcare professionals was implemented into the care delivery to people. Staff supported people to access sufficient amounts of food and drink to meet their dietary requirements.

People told us they were well treated, and that staff kindly attended to their care needs. People had their cultural and religious needs embraced which helped them to feel valued. Staff supported people to enhance their independence and express their choices where possible.

People addressed their concerns with the management team if they wanted to make changes to the services they received. Contacts details were provided should people want to raise their concerns outside the organisation.

The management team worked together and shared responsibilities to provide leadership at the service. Staff had the necessary support in their job and were encouraged to develop in their role which motivated their involvement in providing good support for people. The staff team worked in conjunction with the healthcare professionals to support people's well-being.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection- The last rating for this service was good (published 5 January 2017).

Why we inspected- This was a planned inspection based on the previous rating.

Follow up- We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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