

All For You Home Care Limited

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Inspection summary

CQC carried out an inspection of this care service on 03 May 2019. 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 ●

About the service: All For You Home Care is registered to provide personal care to people living in their own homes, including older people and people living with dementia. At the time of our inspection visit, the service supported two people.

People's experience of using this service:

Calls were made by consistent staff, at the times arranged and those staff stayed for the right amount of time to provide the support they required.

Staff knew people well, especially their individual routines and preferences.

Staff were knowledgeable about the risks associated with people's care and people's individual risk management plans provided staff with the information needed to manage those risks safely.

Recruitment processes were thorough to ensure staff were recruited safely. There were enough staff to provide the care and support people needed.

Both people receiving support were able to self-medicate so were not supported by staff, however staff were trained to administer medicines and regular checks and processes were in place to ensure when needed, they would be given safely.

People and their relatives made decisions about their care and were supported by staff who understood the principles of the Mental Capacity Act 2005. Where family members had authority to

act on their behalf, records supported this. Staff understood the importance of seeking consent to support and staff provide people with choice where possible, and respected people's decisions.

Staff were caring and respected their right to privacy and dignified care. Staff protected people's privacy and dignity and continually involved people to make sure they felt comfortable, or if they wanted to do things for themselves.

Care plans were personalised and provided staff with the information needed for each care call. Records showed additional information and guidance was provided, such as how to use certain equipment or to inform staff about different health conditions. Where needs changed, staff said communication was effective, so they knew what was required to provide effective and safe care.

Staff knew how to keep people protected from poor practice or abuse. The registered manager was confident as they increased their number of care packages, this could be maintained.

The provider's governance systems were operated and managed effectively to ensure people received good outcomes that continued to meet their needs. The quality assurance systems were reviewed and robust enough to ensure good outcomes continued to be provided as the service grew.

The provider utilised electronic call monitoring and call scheduling to ensure care calls were completed on time. They were confident as care calls increased, this system would provide tight controls over care calls to ensure they continued to be when people required them. Records showed care calls were made when people wanted them.

The registered manager adopted effective security measures so people's personal and important information remained as secure and confidential as possible.

Although this was the first inspection since their registration with us and they only supported two people, we found the service met the characteristics of a "Good" rating in five areas.

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

Rating at last inspection: This is the first rating inspection since the provider registered with us on 26 April 2018.

Why we inspected: This was a planned and announced inspection based on date the provider registered with us. We aim to inspect newly registered services within 12 months of registration.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our inspection programme. If any concerning information is received 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**