

Carers Trust, Heart Of England

Coventry Crossroads

Inspection summary

CQC carried out an inspection of this care service on 10 October 2018 and 11 October 2018. 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 ●

Coventry Crossroads is a domiciliary care agency registered to provide personal care to people in their own homes. At the time of this inspection the service supported 75 people with personal care and employed 45 care staff.

The office visit of this inspection took place on 10 and 11 October 2018 and was announced.

At our last comprehensive inspection of the service in December 2015 we rated the service as Good. At this inspection we found the service remained Good.

A requirement of the provider's registration is that they have a registered manager. 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 2008 and associated Regulations about how the service is run.

The registered manager in post at our last inspection had recently retired. They also had been the provider's nominated individual for the service and the organisations Chief Executive Officer (CEO). The provider had appointed a nominated individual and a new manager, who was registered with us in August 2018. A new CEO had been appointed for the organisation.

People received care which protected them from avoidable harm and abuse. Staff understood people's needs and knew how to protect them from the risk of abuse. Risks to people's safety were identified and assessments were in place to manage identified risks. Where people required support to take prescribed medicines, staff had received training to assist people safely.

There were enough skilled and experienced staff to meet the needs of people who used the service. People had different experiences of the consistency of care staff and their call times. Some people received care around the time expected from staff they knew well. Others did not know which staff would be calling, and call times could be earlier or later than expected. The management team had identified consistency of calls to people needed improvement and action had been taken to improve this. Recruitment checks were completed on new staff to ensure they were suitable to support people who used the service.

The managers understood their responsibilities in relation to the Mental Capacity Act 2005. Staff asked for people's consent before they provided care and people were involved in making decisions about how they wanted their care provided.

People received care from staff who they considered to be kind and caring, and who stayed long enough to provide the care and support people required. Staff promoted people's privacy and dignity. People received care and support which was individual to them.

Support plans were personalised and provided guidance for staff about how to support each person in the way they preferred. People's care and support needs were kept under review and staff responded when there were changes in these needs. Where required, people were supported to have sufficient to eat and drink and remain in good health.

The service continued to be well led. Staff said they received good support from the management team who were always available to give advice. Managers and staff told us there was good team work and that staff worked well together. The provider had effective and responsive processes for assessing and monitoring the quality of the service provided.

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