

Loyal Care Consortium Limited

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Inspection summary

CQC carried out an inspection of this care service on 08 September 2022. 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?

Requires Improvement ●

Is the service responsive?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

About the service

Loyal Care Consortium Ltd is a domiciliary care agency providing care and support to people in their own home. At the time of our inspection there were 119 people using the 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.

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

Risks in relation to people receiving care and support were not always assessed comprehensively and lacked information on how to manage risks. Care plans lacked detail how people's individual care needs were best met and were not person centred. There was little evidence that lessons were learned from accidents and incidents and the quality assurance system showed evidence of not being fully effective to highlight and respond to the concerns we have found during this inspection. People's assessed needs were not always reflected in people's care plans to ensure and maintain consistent care to people who used the service. The service lacked some understanding to support people to have maximum choice and control of their lives.

The service ensured that staff was recruited safely, and systems were in place to monitor and assess staff attending care calls at the time arranged in people's care plans. The service had sufficient staff deployed to meet people's needs. People who used the service were protected from harm and abuse and systems were in place to ensure that this was actioned and responded to appropriately. The service followed safe infection control practice to minimise the risk of the spread

of infections.

Care staff had access to training, providing them with the right skills and knowledge to support people who used the service. Staff told us that they received formal and informal support and help from the management and office staff. Staff supported people in the least restrictive way possible and in their best interests.

The service had systems to respond, act and resolve complaints and concerns received from people, relatives and external stakeholders.

The management demonstrated willingness to make improvements to the care and the quality of service provisions for people who used the service.

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

Rating at last inspection and update

The last rating for this service was good (published 17 January 2019).

Why we inspected

We undertook this inspection as part of a random selection of services rated Good and Outstanding.

Enforcement and Recommendations

We have identified breaches in relation to the management of risk, effectiveness of governance and quality assurance and assessment of people's capacity and planning of care people who used the service received.

We have made recommendations for the provider to seek further guidance and information from a reputable source about involving people in decisions about their care who lack capacity and the Accessible Information Standard (AIS).

Please see the action we have told the provider to take at the end of this report.

Since the last inspection we recognised that the provider had failed to display the rating. This was a breach of regulation and we issued a fixed penalty notice. The provider accepted a fixed penalty and paid this in full.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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**