

Q Is the service safe?

CQC SAID

- ✗ The service was not always safe.
- ✗ People were supported by staff who did not routinely work within national guidelines for managing medicine safely.
- ✓ People were protected from harm because staff received training to be able to identify and report abuse. There were procedures in place for staff to follow in the event of any abuse happening.
- ✓ People's likelihood of experiencing injury or harm was reduced because risk assessments had been written to identify areas of potential risk. However not all risks had been identified and assessed.

WE DID

We've now fully introduced and implemented a new electronic medication system which is more robust. It ensures that Medication Administration Record sheets are produced by the Care Manager directly from the information provided by the medical practitioner. The Carer working with our client then signs off the record to make a double check that the information is correct. It's a great system because it means that our Managers will have a closer overview of medication administered in the home and that there is always a double check on the record. Our new system is fully compliant with the national guidance on managing medicines for people in their own home. We agree with CQC that the system needed to be better and appreciate that the inspection picked up on this, we were also pleased that during the inspection we were able to show that there were no medication errors made and that our clients were safe.

Q Is the service effective?

CQC SAID

- ✓ The service was effective.
- ✓ People were encouraged to make decisions about their care and day to day lives. Decisions made on behalf of people who lacked capacity were made in accordance with the Mental Capacity Act 2005.
- ✓ People were cared for by staff who were aware of their roles and responsibilities.

WE DID

We have passed these compliments and our gratitude on to our team:

"The Manager has been able to accommodate any increases in care needs quickly."

"She is able to put additional care in place quickly, understands the need for the same carer where possible and any potential difficulties change can cause."

We were pleased to see comments from our clients throughout our inspections that demonstrated they are happy with our service.

Q Is the service caring?

CQC SAID

- ✓ The service was caring.
- ✓ Staff were knowledgeable about the people they were supporting and aware of their personal preferences.
- ✓ People were treated with dignity and respect.
- ✓ Staff were aware of people's likes and dislikes.

WE DID

It was heart-warming to receive this compliment from a family, we have thanked the carers involved. One staff member in particular stood out and we nominated her for an award. We were extremely pleased that she won it!!!

<https://www.ashridgehomecare.co.uk/carer-amy-collins-wins-outstanding-care-award/>

"My family have a long-standing relationship with the Director who looked after the care of my father over his final months some five years ago. Her attention to detail, kindness and understanding made my father's final months easier. She also provided great reassurance to my mother and my brothers during this period. The knowledge we were in very capable and caring hands helped all of us."

Q Is the service responsive?

CQC SAID

- ✓ The service was responsive.
- ✓ People were able to identify someone they could speak with if they had any concerns. There were procedures for making compliments and complaints about the service.
- ✓ People were supported to access a range of healthcare and appointments were made promptly when needed.
- ✓ People received a personalised service, however their care plan was not always updated in a timely manner.

WE DID

"I believe that one of the most important parts of my role as a Live in Carer is to assist my client to live life as independent as possible and to remain as independent as possible for as long as possible"

It's lovely to see comments like this from our carers. In order to support their work, we've purchased and implemented a market leading care management software so that care plans are centrally managed and updated within an agreed timeframe, this gives our carers better valuable, real time information about their client to help them in their role.

Q Is the service well-led?

CQC SAID

- ✗ The service was not always well-led.
- ✗ Quality assurance systems did not routinely highlight areas of improvement required.
- ✓ People could be certain any serious occurrences or incidents were reported to the Care Quality Commission. This meant we could see what action the service had taken in response to these events, to protect people from the risk of harm.
- ✓ There was a strong positive working culture within the organisation

WE DID

Since our inspection we have made changes to our management team and are proud of our dedicated, experienced team who are passionate about caring and have a solid knowledge of care planning and compliance.

Our Quality Assurance has completely changed with the implementation of our new market leading care management software. We now have automated our quality assurance processes that makes all our checks such as medication, care plan reviews and any changing health needs much easier. Managers now have clearer oversight and are freed up to undertake more regular client visits and calls to make sure everything is ok and our clients are happy.