

C&D Family Care Ltd

# C&D Family Care

## Inspection summary

CQC carried out an inspection of this care service on 17 August 2021. 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

C&D Family Care is a domiciliary care agency. It provides personal care and support to people living in their own homes. At the time of inspection 84 people were receiving a service.

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

Staff supported people to take medicines safely. Staff were trained in medicines management and knew how to ensure that people received their medicines on time and as they had been prescribed. We identified a discrepancy in documentation in regard to topical medications, however the registered manager immediately acted on this and rectified the issue.

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.

People felt safe with staff, who had the appropriate training and skills to provide care safely and effectively. The provider had systems in place to ensure people were protected from abuse and avoidable harm.

Risks to people were assessed and regularly reviewed. Staff understood the actions needed to minimise the risk of avoidable harm including the prevention of infection.

Safe recruitment practices were followed, and appropriate checks completed to ensure that only suitable staff were employed. There was an ongoing process of staff recruitment to ensure people were supported safely and effectively. Staff received an induction and were supported through a programme of regular supervision and training.

People, relatives and health and social care professionals spoke positively about the service provided. People received personalised care which was responsive to their individual needs. Staff had a good understanding of the care and support people needed and provided this with kindness, care and compassion, whilst respecting their privacy and dignity.

People were involved in their care and consulted when planning and agreeing their care and support needs. Close working partnerships with other agencies and health and social care professionals had been formed.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection; This service was registered with us on 10/10/2018 and this is the first inspection.

#### 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](http://www.cqc.org.uk) or by telephoning 03000 616161**