

Carers Forward C.I.C.

Carers Forward Head office

Inspection summary

CQC carried out an inspection of this care service on 08 March 2019 and 17 March 2019. This is a summary of what we found.

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|---------------------------------|--------|
| 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: Carers Forward Head Office, is a domiciliary care agency. It provides personal care to children and young adults with physical and or learning disabilities in their own home. At the time of inspection 18 people were using the service.

People's experience of using this service: People's relatives told us people were safe and well-supported. There were sufficient staff hours available to meet people's needs in a safe and consistent way, and staff roles were flexible to allow this.

Risk assessments were in place and they accurately identified current risks to the person as well as ways for staff to minimise or appropriately manage those risks. Care plans were in place detailing how people wished to be supported. People were supported to access health care professionals when required. They were supported to eat and drink according to their plan of care.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. The policies and systems in the service supported this practice. People and their relatives were offered choice and staff encouraged them to be involved in decision making whatever the level of support required. Information was accessible to involve people in decision making about their lives.

Staff had a good understanding and knowledge of people's care and support needs. They received

the training they needed and regular supervision and support. Staff were kind, caring and supportive of people and their families.

People's rights to privacy and dignity were respected. There was a very good standard of record keeping to ensure people's needs were met.

Effective communication ensured the necessary information was passed between staff to make sure people received appropriate care. Systems were in place for people to receive their medicines in a safe way.

Processes were in place to manage and respond to complaints and concerns. There were opportunities for people, relatives and staff to give their views about the service. The provider undertook a range of audits to check on the quality of care provided.

Why we inspected: This was the first inspection of the service since it was registered in December 2016. This was a planned comprehensive inspection.

Follow up: We did not identify any concerns at this inspection. We will therefore re-inspect this service within the published timeframe for services rated good. We will continue to monitor the service through the information we receive.

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

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