

Rose Petal Homecare Ltd

Pinner

Inspection summary

CQC carried out an inspection of this care service on 06 April 2022. 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

Pinner is a domiciliary care agency. It provides personal care to older people living in their own homes mostly in the London Borough of Hillingdon. It also supports some adults who are living with dementia. At the time of our inspection the service was providing care to 11 people.

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

There were systems in place to monitor the quality of the service and recognise when improvements were required but these were not always recorded. The registered manager told us they would address this going forward.

People told us they felt safe. Where there were risks to people's safety and wellbeing, these had been assessed and the provider had done all that was reasonably practicable to lessen those risks.

People's care and risk management plans set out the care tasks they required help with, and these contained personalised information about people and their preferences for how they liked to be

supported.

People received their medicines in a safe way and there were systems in place to help safeguard them from abuse.

People's needs were assessed and planned for. Their health was monitored, and they had access to other healthcare services. People were supported with their meals if this was part of their care plan and this was according to their needs and preferences.

The provider made sure there were enough staff to support people and staff arrived on time at people's homes. Staff received induction, training and supervision and felt supported in their roles.

The provider sought feedback from people, relatives and staff and used this to develop the service. People and staff were confident they could raise any concerns they had with the registered manager and felt they would be listened to.

There were systems for dealing with complaints and accidents and incidents. The registered manager and senior staff were responsive to and worked in partnership with other agencies to meet people's needs.

The provider was transparent and there was clear communication within the team, so they learnt from mistakes and made improvements when things went wrong.

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.

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

This service was registered with us on 4 December 2019 and this is the first inspection.

Why we inspected

This was a planned inspection based on the date the service was registered.

Follow up

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