

WarrenCare Limited

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Inspection summary

CQC carried out an inspection of this care service on 17 June 2019 and 18 June 2019. 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:

Warren Care is a domiciliary care service that provides personal care and support to adults and children in their own homes. At the time of the inspection, Warren Care was providing care and support for 280 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:

People told us they had confidence in the staff who took care of them. People received care from staff who had been supported in their role with appropriate training and supervision. Staff were kind and caring and knew people's needs and preferences well.

Regular assessments and audits were carried out to determine the quality and safety of the care being provided.

Risk to people was assessed and measures were put in place to support people safely. The service encouraged people to remain as independent as possible. It was important for people to manage remaining in their own home for as long as possible.

Feedback was sought from people living at the service, their relatives and staff to ensure standards were being maintained and to help drive forward improvements.

Whilst people were happy with the care they received, they did not always receive care from the same members of staff. Where staff changes were made, it was not always communicated well to people receiving care.

We have made a recommendation about the deployment of staff.

The registered manager and registered provider had met their legal requirements with the Care Quality Commission (CQC). They promoted a transparent culture within the service.

Rating at last inspection:

The last rating for this service was good. (Report published January 2018).

Why we inspected:

This inspection was prompted by the service's change of address. The rating for this service remained "Good" overall.

Follow up:

This inspection was part of our scheduled plan of visiting services to check the safety and quality of care people received.

We will continue to monitor intelligence we receive about the service until we return to visit as per our inspection programme. If any concerning information is received, we may inspect sooner.

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**