

Care Connect Bury Ltd

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Inspection summary

CQC carried out an inspection of this care service on 31 May 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 ●

Care Connect Bury Ltd is a domiciliary care agency that provides personal care to people living in their own homes and flats in the community. The service had moved to new premises since our last inspection and no longer operated as a partnership. People receiving care had different support needs; some people had long-term health conditions.

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. At the time of this inspection the agency was supporting 92 people; 59 people received personal care.

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

People told us they felt safe. Staff understood the risks to people's safety and wellbeing and what they should do to keep people safe. Staff knew how to identify and raise concerns about safety; they were confident management would take them seriously. Medicines were managed safely.

Systems were in place to ensure the right staff were recruited. People were supported by enough staff who were inducted into the service with relevant training. The provider worked with other healthcare professionals for the benefit of people using the service.

There were safe infection control procedures in place including enough supplies of personal

protective equipment (PPE). The provider had infection control measures in place and staff told us guidance and advice from management during the COVID 19 pandemic had been very good. People confirmed staff wore PPE.

Staff respected people's privacy and dignity. Core teams of staff supported the same people as much as possible. This meant staff knew the people they cared for well. People's care records were in place and reviewed regularly to guide staff on how to assist people safely and encourage their independence.

Policies and procedures were in place to guide staff on how to keep people safe and what they had to do if they had concerns. The registered manager, supported by the nominated individual, could monitor standards of care delivery with a range of quality checks and audits. There was good use of technology to help with this. Regular supervision of staff was a priority for the service. Feedback about the service was good, although people felt communication could be improved. Complaints procedures were in place and any concerns had been responded to appropriately.

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

The service was previously registered as Care Connect Homecare Services. It was last inspected at different premises and was rated good, published 21 January 2020.

Why we inspected

This inspection was prompted by a review of the information we held about this service. The overall rating for the service remains good based on the findings of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Care Connect Bury Ltd on our website at www.cqc.org.uk.

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**