

Olive Home Care & Support Limited

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Inspection summary

CQC carried out an inspection of this care service on 01 August 2017. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

The inspection took place on the 1 August 2017 and was announced. The provider was given 48 hour's notice because the location provides a domiciliary care service. We wanted to be sure that someone would be in to speak with us.

Olive Home care and Support provides domiciliary care and support for people in their own home. The service provides personal care, help, and support to people with a variety of needs in Burgess Hill and surrounding areas. At the time of our inspection 37 people were receiving a care service with an age range between 34 - 97 years old. This included older people, people living with dementia and people with a physical disability.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Most staff were able to identify the correct safeguarding and whistleblowing procedures should they suspect abuse had taken place, in line with the provider's policy. However some staff demonstrated an unclear understanding of the types of abuse that could occur.

We identified rota issues with the provision of care and support particularly with the travelling time

for staff between calls, which was also confirmed by relatives and people. One person told us "They never arrive on time. 10am to 11am is our slot but sometimes they arrive at 9.30am and once they arrived at 11.30am and never phoned but mostly they do let us know if they're going to be late".

Not all care staff had received full training on the requirements of the Mental Capacity Act 2005 (MCA) although the registered manager had ensured policies and procedures relating to the MCA 2005 were in place and readily available to staff. This meant that staff would not be aware of the correct procedure to follow should there be concerns relating to someone's mental capacity.

People and relatives commented that on occasions they found it hard to talk to and understand staff when English was not their first language. One person told us "Carers are very good but language is a problem. They don't all speak fluent English".

Care staff received essential training to equip them with the skills and confidence in providing effective care. However when examining the training plan staff had undertaken many online training courses on the same day. For example one member of staff had completed six courses in one day on the computer. This could impact on the member of staff's ability to retain all the information they had learned and to provide effective care to people.

The registered manager monitored the quality of the service by the use of checks and internal quality audits. We found audits to be inconsistent in quality and not always recorded when they had been carried out. The absence of detailed auditing also meant that the registered manager could not be assured of the quality of the service delivered.

Assessments were undertaken to identify people's support needs and care plans were developed outlining how these needs were to be met. We found that care plans enabled staff to provide the individual care people needed. People told us they were involved in the care plans and were consulted about their care to ensure wishes and preferences were met. Staff worked with other healthcare professionals to obtain specialist advice about people's care and treatment.

The provider had arrangements in place for the safe administration of medicines. People were supported to receive their medicine when they needed it. People were supported to maintain good health and had assistance to access health care services when required.

People and relatives thought that staff were kind and caring. One person told us "Lovely staff, all of them. Yes they are caring". Another person said "The care staff are nice and caring". People's privacy and dignity were respected and their independence was promoted.

There was a system in place to manage complaints and comments. People felt if needed they were able to raise a complaint and felt that complaints would be listened to and acted on. One person told us "I can call [registered managers name] anytime and she will sort it out for me".

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