

Olive Home Care & Support Limited

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Inspection summary

CQC carried out an inspection of this care service on 26 February 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?	Requires Improvement ●

About the service:

Olive Homecare & Support is a domiciliary care service providing personal care to 17 people living in their own homes. People using the service were older adults with a range of care and support needs. These included dementia and physical disabilities.

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

People's experience of using this service:

- Improvements to the service and quality of care people received had significantly improved since the last inspection and introduction of a new management team.
- Quality assurance processes were not fully imbedded in practice to drive consistent improvements in service delivery.
- Issues identified from audits were not always acted on in a timely way to improve staff practice.
- People were protected from the risk of abuse. Risks to people were identified and lessened where possible.
- Recruitment processes ensured staff were safe to work with people before they started working at the service.

- People were supported to access healthcare services and with their dietary needs.
- Staff had access to training opportunities that supported them to care for people's specific needs.
- People told us staff gained their consent before carrying out any care or support. People's care plans directed staff to offer people choices.
- People and their relatives all told us staff were kind and compassionate.
- A relative told us, "They are very kind and caring. They are very good and know their role."
- People and their relatives, if appropriate, were fully involved in discussions about their care.
- Staff supported people to maintain their independence.
- People's care was person centred and their care plans contained information about their life history, preferences and the way in which they like to be supported.
- People told us they would feel comfortable making a complaint but hadn't needed to.
- People, their relatives and staff were all complimentary of the new management team and improved communication.
- People, staff and relatives were engaged and involved in the service provided.
- Staff worked in partnership with other organisations to ensure people's needs were met.

Rating at last inspection:

Requires Improvement (The report was published on 26 February 2019). The overall rating has improved since the last inspection.

Why we inspected:

The was a planned inspection based on the rating at the last inspection.

Follow up:

We will continue to monitor the intelligence we receive about this home and plan to inspect in line with our re-inspection schedule for those services rated Good.

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