

Cambridge Housing Society Limited

CHS Homecare (Domiciliary Care Agency)

Inspection summary

CQC carried out an inspection of this care service on 07 October 2019, 16 October 2019 and 18 October 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

CHS Homecare (Domiciliary Care Agency) is registered to provide personal care to people living in their flats within three extra care housing complexes and to people living in their own homes in the local community.

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

The provider had systems in place to manage risks and keep people safe from avoidable harm. Staff followed good practice guidelines to prevent the spread of infection and gave people their medicines safely.

Staff received training, supervision and support so that they could do their job well. Staff enjoyed working at CHS Homecare (Domiciliary Care Agency) and were proud to work there. Staff told us that they wouldn't hesitate to recommend the service and would be happy to have a member of their family receiving the service.

People liked the staff that cared for them. Staff were kind and caring and made sure people's privacy and dignity was respected.

People, and their relatives were involved in making decisions on the care they wanted. Their preference for how staff delivered their care was recorded in their care plans.

The service was well managed by a registered manager, and six care and support managers, two of whom were based in each of the three schemes. The senior staff team were passionate about giving people a high-quality service and ensuring that staff were support and skilled to deliver the service effectively.

Systems to monitor how well the service was running were carried out. Complaints and concerns were followed up to make sure action was taken to rectify the issue. People were asked their view of the service and action was taken to change any areas they were not happy with.

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 last rating for this service was Good (published 25 April 2017).

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

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

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