

Lambeth Chinese Community Association

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Inspection summary

CQC carried out an inspection of this care service on 13 March 2018 and 14 March 2018. 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 ●

This was an announced inspection that took place on 13 and 14 March 2018.

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats. It is located in the Stockwell area and covers south London.

At the last inspection in February 2016 the key question of well-led required improvement as the agency did not have a registered manager. The key questions for safe, effective, caring and responsive were rated good and there was an overall rating of good. The agency now has a registered manager and the key question well-led that required improvement is now rated good.

There was a registered manager in post. 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 and associated Regulations about how the service is run.

People told us they were satisfied with the care and support that the agency supplied and enjoyed the way staff delivered the service.

The agency records were up to date and covered all aspects of the care and support provided for people, the support choices they had made and identified that they were being met. They contained clearly recorded, fully completed, and regularly reviewed information that enabled staff to perform their duties well.

Staff knew their responsibilities towards the people they supported, regarding the tasks they performed and were aware of how people liked to be supported. Staff had appropriate skills and provided care and support in a professional, friendly, kind and person centred manner.

Staff were aware that they must treat people equally and respect their diversity and human rights and this was reflected in their care practices during our visits. People said they felt treated fairly.

Staff were in receipt of appropriate training and made themselves accessible to people. They told us the organisation was a good place to work; they enjoyed their work and had access to good training and support.

People and their relatives were encouraged by the registered manager and staff to discuss health and other needs and passed on agreed information to GP's and other community based health professionals, as required.

Staff protected people from nutrition and hydration associated risks by giving advice about healthy food options and balanced diets whilst still making sure people's likes, dislikes and preferences were met.

The agency was aware of the Mental Capacity Act (MCA) and their responsibilities regarding it.

The registered manager was approachable, responsive, encouraged feedback from people and consistently monitored and assessed the quality of the service provided.

The health care professionals that we contacted were happy with the support that the agency provided for people.

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