

Miss Sikholisile Moyo

# Falcon Carers

## Inspection summary

CQC carried out an inspection of this care service on 17 March 2016. 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 ●

The inspection took place on 17 March 2016 and was announced. This was the services first inspection since it registered in 2014.

Falcon Carers provided personal care to people in their own homes. At the time of the inspection one person was using the service.

There was no requirement for a registered manager. The registered provider managed the service. For the purpose of this report we will refer to them as 'the 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.

People were protected from abuse as staff knew what constituted abuse and who to report it to if they suspected it had taken place.

There were sufficient staff to keep people safe and to support people to follow their hobbies and interests.

Risks to people were minimised to encourage and promote people's independence. Staff were

clear how to support people to maintain their safety when they put themselves at risk.

People's medicines were managed safely by trained staff.

Staff were supported to fulfil their role effectively and were offered applicable training.

The Mental Capacity Act 2005 (MCA) is designed to protect people who cannot make decisions for themselves or lack the mental capacity to do so. The manager followed the principles of the MCA by ensuring that people consented to their care or were supported by representatives to make decisions in their best interests.

People were encouraged to eat and drink a healthy diet and their choices were respected.

People were supported to access a range of health care services. When people became unwell staff responded and sought the appropriate support.

Staff demonstrated a positive value base and treated people with dignity and respect.

Care was personalised and met people's individual needs and preferences. The manager had a complaints procedure and people knew how to use it.

The provider had systems in place to monitor the quality of the service.

**You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161**