

Miss Sikholisile Moyo

Falcon Carers

Inspection summary

CQC carried out an inspection of this care service on 20 March 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: Falcon Carers is a domiciliary care agency registered to provide personal care to people living in their own homes. At the time of our inspection the service was providing personal care to 18 people in the Trafford area of Manchester. The office was based in Stafford.

People's experience of using this service:

People were protected from the risk of harm and abuse by staff that had received training and felt confident to raise any concerns they had. There was an up-to-date safeguarding and whistleblowing policy in place for staff to refer to.

Recruitment procedures were safe and sufficient staff were employed to meet the needs of the people supported. Staff had all completed an induction at the start of their employment and training for their roles. Staff told us they were fully supported through supervision and regular management contact.

People's needs were assessed before they were supported by the service and this information was used to create person centred care plans and risk assessments. Risks to people were clearly identified and guidance was in place to reduce risk. Staff had access to clear information about people's likes, dislikes and preferred routines. Care plans and risk assessments were regularly reviewed to remain up-to-date.

Medication procedures were safe. Medication was managed in accordance with best practice guidelines by trained and competent staff. Medication administration records (MARS) were fully completed and audits regularly undertaken.

An infection control policy and procedure was in place to minimise the risk of infection being spread. Staff had completed training and had access to personal protective equipment (PPE).

The registered provider complied with the principles of the Mental Capacity Act 2005. Staff had received training and understood and respected people's right to make their own decisions.

People and their relatives told us they received support on time and from staff that stayed the full time. People told us the staff were polite and courteous, kind and caring.

The registered provider had a complaints procedure in place that people and their relatives were familiar with and felt confident to follow. They said the registered manager listened and was responsive to any concerns they had.

Rating at last inspection: Good (Report published April 2016)

Why we inspected: This was a planned inspection based on the rating of the last inspection.

Follow up: We will continue to monitor all intelligence we receive about the service until we return to visit as per our inspection programme. If any concerning information is received 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