

Rani Care C.I.C.

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Inspection report

43 Chandos Gardens
Leeds
West Yorkshire
LS8 1LP

Date of inspection visit:
09 October 2020
19 October 2020
28 October 2020
11 November 2020
17 November 2020

Date of publication:
14 December 2020

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

About the service

Rani Care is a domiciliary service providing personal care to 5 people aged under 65 and over at the time of the inspection.

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

The provider had made improvements in relation to management of medicines. Systems were in place to ensure medicines were administered safely. Staff were provided with medicines training to ensure their practice was safe.

Individual risk assessments were in place and detailed people's care and support needs. Environmental risk assessments had been carried out to ensure people and staff were safe within the person's home. Staff were provided with sufficient training to manage risks to people's health and safety.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published 19 June 2019) and there was a breach of regulation 12 (Safe care and treatment). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found enough improvement had been made and the provider was no longer in breach of regulation 12.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns identified at the previous inspection; in respect of medicines and risk assessments. A decision was made for us to inspect and examine those risks.

We undertook this targeted inspection to check whether the requirement notices we previously served in relation to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rani Care C.I.C on our website at www.cqc.org.uk.

Follow up

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

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Requires Improvement ●

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Detailed findings

Background to this inspection

The Inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check whether the provider had met the requirements of the Requirement Notices in relation to Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

The inspection was undertaken by two inspectors.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

We gave the service short notice of the inspection. This was because it is a small service and we needed to be sure that the provider or registered manager would be in the office to support the inspection.

Inspection activity started on 9 October 2020 and ended on 17 November 2020. We visited the office location on 17 November 2020.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We asked the provider to send us

records including Medication administration records (MARs), risk assessments and policies. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all this information to plan the inspection.

During the inspection

We spoke with the registered manager throughout our inspection. We reviewed a range of records. This included three people's risk assessments and two people's medication records.

After the inspection

We spoke with two people who used the service about their experience of the care provided and two members of staff.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about. The purpose of this inspection was to check if the provider had met the requirements of the requirement notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Using medicines safely

At our last inspection the provider had failed to manage people's medicines safely. This was a breach of Regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.

At this inspection sufficient improvements had been made and the provider was no longer in breach of regulation 12.

- Medicines were managed safely. The medicines administration records (MAR) contained all the necessary information for the safe administration of people's medicines.
- People received their medicines as prescribed. One person said, "The carers apply my cream when its needed. Usually once or twice a day. They fill out a chart to say when it's been administered."
- There was a medicines policy in place which was followed by staff. The policy had been reviewed and updated to reflect current best practice.
- Staff who supported people with medicines received appropriate training.

Assessing risk, safety monitoring and management

At our last inspection the provider did not have effective assessments in place to mitigate risks. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activity) Regulations 2014.

At this inspection sufficient improvements had been made and the provider was no longer in breach of Regulation 12.

- At the last inspection environmental risk assessments had not always been completed. At this inspection, these risk assessments had been completed, highlighting any risks and how these should be managed.
- Risk to people's health and safety were assessed and individual risk assessments completed. Staff understood people's needs well and how to manage the risks.
- Staff had received training to support people with their moving and handling requirements. One person said, "They manage the hoist perfectly."