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Love Life Care

Inspection summary

CQC carried out an inspection of this care service on 14 July 2017 and 23 July 2017. 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 ●

Love Life Care is a domiciliary care agency which provides personal care to people living in their own homes in and around Ely. At the time of our inspection there were 12 people being supported with the regulated activity of personal care.

This inspection was carried out on the 14 and 23 July 2017 and was an announced inspection. This was the first inspection of this service since its registration at this location in April 2016.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) 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.

The CQC is required by law to monitor the operation of the mental Capacity Act 2005 (MCA) and report on what we find. The registered manager had an understanding that people being supported by the service who lacked mental capacity to make day-to-day decisions should either have a lasting power of attorney (a legal document that lets a person appoint another person to help make decisions on their behalf) in place; or have an application to the Court of Protection. Staff were able to demonstrate an understanding of the MCA. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; the

policies and systems in the service supported this practice.

Staff demonstrated their knowledge of how to report any incidents of suspected harm or poor care. Staff helped people in a way that supported their safety and people were looked after by staff in a kind manner. Staff assisted and encouraged people to make their own choices and live as independent a life as possible. People's dignity was promoted by staff and staff treated people with respect.

People were looked after by enough, suitably qualified staff to support them with their individual needs. Staff enjoyed their work and understood their roles and responsibilities in meeting people's care and support requirements. They were trained to provide effective and safe care.

Staff were supported to maintain their knowledge and skills by way of supervision, spot checks, and competency reviews. New staff were only employed to look after people once all pre-employment checks had been completed and were found to be satisfactory.

People's care arrangements took account of people's wishes and aspirations, including any likes and dislikes and how they wanted to be assisted. People's care plans and risk assessments recorded their individual assessed needs and any assistance they required from staff. Risks to people were identified, and plans were put into place by staff to monitor and minimise these risks, as far as possible, without restricting people's independence and choices.

Where this help was required, people were supported to drink and eat sufficient amounts of food and fluids. People's choice about what they wished to eat and drink was encouraged and respected by staff. Staff monitored people's health and well-being needs. They acted upon any issues identified and advice given by external health care professionals.

People were supported to take their medicines as prescribed and medicines were safely managed by staff who were trained, and whose competency had been assessed.

There was a process in place to manage any concerns and complaints received. Arrangements were in place to ensure the quality of the service provided for people was regularly monitored. People and staff were encouraged to share their views and feedback about the quality of the care and support provided. Actions were taken as a result to drive forward any improvements required.

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