

Satash Community Care Project Limited

Trinity Community Centre

Inspection summary

CQC carried out an inspection of this care service on 13 October 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 ●

This inspection took place on 13 October 2017 and was announced. The service was last inspected in February 2016 when breaches of two regulations regarding the safety of medicines management and governance of the service were identified. The provider had taken effective action to address these concerns and was no longer in breach.

Trinity Community Centre is a domiciliary care service providing personal care to people living in their own homes. The organisation also provides day opportunities to people with learning disabilities. At the time of our inspection one person was receiving personal care.

The service had 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 2008 and associated Regulations about how the service is run.

A person and their relative told us they felt staff supported them safely. There were clear policies and procedures in place to ensure staff had information about how to escalate any concerns about abuse, and staff had received training about safeguarding adults from harm. There were clear plans in place to ensure risks to people were mitigated. People were supported to take medicines and this was managed safely.

The service's recruitment practices were effective in ensuring that only suitable staff were employed to support people. Staff received the training and support they needed to perform their roles and relatives told us they were confident staff were trained.

People were supported to prepare and eat their meals in line with their cultural and health needs. People were supported to attend healthcare appointments and the provider followed the advice of healthcare professionals.

People were offered choices during their care and their decisions were respected. The service applied the principles of the Mental Capacity Act 2005 and ensured people were given information in formats that facilitated their ability to make decisions.

People's care plans were detailed and personalised. People's religious and cultural needs were considered and sensitively supported by staff. Care was reviewed regularly and relatives told us it was easy to make changes if needed.

People and relatives told us staff were caring. People had developed strong, trusting relationships with their care workers and other staff at the service.

People and relatives spoke highly of the registered manager. The registered manager completed audits and surveys to monitor and improve the quality of the service.

The service held regular meetings for staff who were involved in planning the future of the service.

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**