

Ms Nawal Abdulla Bobakar Taha

## Inspire (UK) Care

### Inspection summary

CQC carried out an inspection of this care service on 07 June 2016 and 08 June 2016. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

Inspire (UK) Care is registered to provide personal care. Support is provided to people living in their own homes throughout the city of Sheffield. The office is based in the S5 area of Sheffield, close to transport links. An on call system is in operation.

At the time of this inspection Inspire (UK) Care was supporting 13 people whose support included the provision of the regulated activity 'personal care'.

There was a registered manager at the service who was also the registered provider and registered with CQC. 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 and associated Regulations about how the service is run.

Our last inspection at Inspire (UK) Care took place on 9 September 2014. The service was found to be meeting the requirements of the regulations at that time.

This inspection took place on 7 and 8 June 2016 and short notice was given. We told the registered manager and business support manager two working days before our visit that we would be coming. We did this because the registered manager is sometimes out of the office supporting staff or visiting people who use the service. We needed to be sure that the registered

manager would be available.

People supported by the service and their relative's spoke positively of the care workers that visited them. People said they felt safe with their care workers.

We found systems were in place to make sure people received their medicines safely.

The provider did not have adequate systems in operation to ensure the safe handling and recording of people's money to protect people.

Staff recruitment procedures ensured people's safety was promoted.

Staff were provided with relevant induction and training to make sure they had the right skills and knowledge for their role. Staff had a good knowledge of the people they were supporting.

Some people said that the timing of visits did not always meet their needs. Some visits were late or too close together. Some people reported occasional missed visits. This meant the service was sometimes unreliable and ineffective.

The service followed the requirements of the Mental Capacity Act 2005 (MCA) Code of practice and the principles of the Deprivation of Liberty Safeguards (DoLS). This helped to protect the rights of people who may not be able to make important decisions themselves.

Each person had a care plan that accurately reflected their needs and wishes so that these could be respected. Support plans had been reviewed to ensure they remained up to date.

Some people supported, and their relatives or representatives said they could speak with staff if they had any worries or concerns and felt they would be listened to. Other people told us they found the office staff less reliable as they were not always informed if visits would be late and some calls were not returned.

There were effective systems in place to monitor and improve the quality of the service provided. Regular checks and audits were undertaken to make sure full and safe procedures were adhered to. People using the service and their relatives had been asked their opinion via surveys and the results of these surveys had been audited to identify any areas for improvement.

We found two breaches in two regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These were breaches in; Regulation 13: Safeguarding service users from abuse and improper treatment and Regulation 9: Person centred care.

You can see what action we told the provider to take at the back of the full version of the report.

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**