

Goshen Social Care Ltd

Goshen Social Care Ltd

Inspection summary

CQC carried out an inspection of this care service on 20 August 2019 and 04 September 2019. This is a summary of what we found.

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|---------------------------------|------------------------|
| 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? | Requires Improvement ● |

About the service

Goshen Social Care Ltd is a domiciliary care agency providing personal care to 10 people at the time of the inspection.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

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

There were enough staff to meet people's needs, and people's relatives said they felt staff were safe and on time.

People received their medicines as prescribed from staff who had been trained and their competency assessed.

Staff received training and support to meet people's needs. Staff understood how to protect vulnerable adults.

People's relatives said staff were kind and caring, and people's personal privacy, dignity and independence were respected by staff.

Care plans contained good person centred detail and were reviewed regularly to ensure they continued to reflect people's needs.

There was a complaints policy and procedure in place, and relatives said they knew how to make a complaint.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

There were a number of quality assurance processes in place, however we found an example where audits were not always effective.

We have made a recommendation around quality assurance.

Staff and relatives said they would recommend the service, and that the registered manager was open and approachable.

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 30 August 2018) and there was one breach of regulation. 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 that some improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information 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