

Rapid Improvement Limited

Rapid Improvement Care Agency







Inspection report

Thames Innovation Centre
Studio G11, 2 Veridion Way
Erith
Kent
DA18 4AL

Date of inspection visit:
16 January 2018

Tel: 013322838935

Ratings

Overall rating for this service	Requires Improvement 
Is the service safe?	Good 
Is the service effective?	Requires Improvement 
Is the service caring?	Good 
Is the service responsive?	Good 
Is the service well-led?	Requires Improvement 

Summary of findings

Overall summary

This inspection took place on 16 January 2018 and was announced. Rapid Improvement Care Agency is a domiciliary care agency. It provides personal care to people living in their own homes. At the time of our inspection 22 people were using the service. This was their first inspection since the registration of the service in 2017.

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.

The systems in place to check the quality of care and service provided did not always identify issues. We found that staff did not ensure that best practice guidelines were followed in line with the Mental Capacity 2005 (MCA) in connection to the decision made about one person's care and support. The registered manager however took immediate steps to address our concerns. Staff had received training in the Mental Capacity Act 2005.

People's care needs and risks to their health, well-being and safety were assessed and care plans developed on how identified needs would be met. Staff had training to do the job. Staff were supported through regular supervision, appraisal, spot checks and direct observation to be effective in their roles. Staff supported people with their nutritional needs.

The service had policies and procedures in place to protect people from the risk of abuse. Staff were trained in safeguarding adults from abuse and they knew what actions to take if they suspected abuse had occurred. People received care visits from staff to meet their needs. Staff recruited to work with people were thoroughly vetted to ensure they were suitable for their roles.

People were supported to manage their medicines safely. Staff were trained and followed good infection control procedures. The service had a system for reporting incidents and these were reviewed by the registered manager.

People had access to healthcare services they needed to maintain their health and staff supported them to attend their appointments. The service ensured people received the care they needed when they moved between services.

People and their relatives told us that staff were kind and caring towards them. Staff involved people in day to day decisions about their care. Staff respected people's dignity and privacy. People were encouraged to maintain their independence as much as possible. Staff knew how to support people with their needs.

The service planned people's care and support to meet their individual needs and requirements. The service

supported people to maintain their religious beliefs and culture. Staff understood how to provide care to someone at the end of their life.

People and their relatives knew how to complain if they were unhappy about the service. People were asked for their views about the service. These were used to improve the service.

The service worked in partnership with other organisations to improve the service. They had an annual business improvement plan on how they would develop, sustain and improve the service.