

Rapid Improvement Limited

Rapid Improvement Care Agency

Inspection summary

CQC carried out an inspection of this care service on 06 February 2019 and 07 February 2019. 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?	Good 
Is the service caring?	Good 
Is the service responsive?	Good 
Is the service well-led?	Requires Improvement 

About the service: Rapid Improvement Care Agency is a domiciliary care agency. It provides personal care to people living in their own houses and flats. It provides a service to older adults. At the time of this inspection 30 people were using the service.

People's experience of using this service:

- People were put at risk of receiving unsafe care and support because staff did not always arrive on time and the systems in place were not always effective in driving improvement.
- People received care and support that was personalised to their needs.
- Risks to people had been identified, assessed and they had management plans in place to reduce the risk occurring.
- People's medicines were managed safely.
- People were protected from infectious diseases because staff followed appropriate infection control protocols.
- There were enough staff available to support people's needs.

- 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 had the knowledge and experience to support people's needs. They were supported through induction, training and supervision to ensure they carried out their roles effectively.
- People were supported to maintain good health and they had access to healthcare services where this was required.
- People's privacy and dignity was respected and their independence was promoted.
- People were involved in making decisions about their care needs.
- People and their relatives knew how to make a complaint if they were not happy with the service.
- No one using the service required end of life care and support; however, there were systems in place to ensure that people had access to end of life care when required.
- Feedback from people, their relatives and staff was being used to develop the service.
- The provider worked with key organisations to plan and deliver joined-up care.
- Staff said they enjoyed working at the service and felt supported in their role.

Rating at last inspection: Requires Improvement. (Report published 3 March 2018) This is therefore the second time the service has been rated as Requires Improvement.

Why we inspected: This inspection was part of a scheduled plan based on our last rating of the service and aimed to follow up on some concerns we had found at our inspection in January 2018.

Enforcement: Action we told provider to take (refer to end of full report)

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received 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**