

Bloomsbury Homecare Limited

# Bloomsbury Homecare

## Inspection summary

CQC carried out an inspection of this care service on 28 July 2015 and 6/7 August 2015. This is a summary of what we found.

Overall rating for this service	Good	●
Are services at this location safe?	Good	●
Are services at this location effective?	Good	●
Are services at this location caring?	Good	●
Are services at this location responsive?	Good	●
Are services at this location well-led?	Good	●

The inspection took place on 28 July 2015. Bloomsbury Homecare is a domiciliary care agency providing care and support to older people in their own homes. At the time of our inspection there were 40 people using the service.

The service did not have a registered manager at the time of our inspection. 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 registered manager had recently left and there was a new operations manager in post who was not yet registered with CQC.

People were safe because staff understood their responsibilities in managing risk and identifying abuse. People received safe care that met their assessed needs.

There were enough staff who had been recruited safely and who had the skills and knowledge to provide care and support in ways that people preferred.

The provider had systems in place to support people to take their prescribed medicines safely.

Staff had the skills to recognise when people needed support with their health needs and supported people to access health care professionals.

People were treated with kindness and respect by staff who knew them well.

People were supported to maintain relationships with friends and family so that they were not socially isolated.

There was an open culture and the provider encouraged and supported staff to provide care that was centred on the individual.

The provider had systems in place to check the quality of the service and take the views and concerns of people and their relatives into account to make improvements to the service.

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**