

Mr Zahir Suleman

# Tailormade Healthcare

## Inspection summary

CQC carried out an inspection of this care service on 28 December 2017. This is a summary of what we found.

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?	Good ●

This inspection took place on 28 December 2017 and was announced.

At our previous inspection on 9 June 2017 we found that recruitment checks were not sufficient to ensure people were protected from the employment of unsuitable staff. We also found that people did not have personal emergency evacuation plans (PEEP's) in place. This could put them at risk in the event of a fire or other emergency. These were breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Safe care and treatment.

Following this inspection we asked the provider to complete an action plan to show what they would do and by when to improve the key question 'Is the service safe?' to at least 'Good'. At this inspection we found the provider had followed their action plan and ensured that staff were safely recruited and people had appropriate emergency evacuation plans in place.

Tailormade Healthcare is a domiciliary care agency. It provides personal care to older people and younger adults living in their own homes in the community. At the time of our inspection there were four people using the service.

The service's provider is also the registered manager. 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.

People and relatives told us staff treated them with kindness, respect and compassion. Staff understood the importance of building good relationships with the people they supported and having empathy with them. All the staff we spoke with had caring attitudes and a genuine interest in the people they supported.

The service was well-managed and the provider knew all the people using the service and their relatives, where applicable, personally and was knowledgeable about their care and support needs. The provider was committed to providing high-quality personalised care to people and respecting their choices and wishes.

The provider assessed people's needs before they began using the service. The assessment covered their physical and mental health, social and cultural needs, and their preferences, for example the times they wanted home care visits to be made. People had a say in which staff were employed to support them to ensure their preferences and diverse needs were met.

Staff knew how to provide people with safe care and support. People had care plans and risk assessments in place so staff had the information they needed to keep people safe. Staff knew how to protect people from harm, prevent and control infection, and safely support people with their medicines.

The provider and staff followed the principles of the Mental Capacity Act (MCA) 2005 to ensure that, as far as possible, people make their own decisions about their care and support. Staff told us they always sought people's consent before providing any care or support and people confirmed this.

People and relatives told us the staff provided personalised and responsive care. Care plans were written in conjunction with the person themselves and others involved in their care. Care plans were reviewed regularly and on an ad hoc basis if people's needs changed. Staff worked with people's personal assistants, families, social workers and health care professionals to ensure people's needs were met.

People and relatives told us their calls were punctual and staff stayed for the correct amount of time. People had access to the information they needed about the service in a format they could understand. People and relative told us they would speak out if they had any concerns or complaints about the service and they were confident that the provider would listen to them and take action as needed.

The provider carried out checks and audits to ensure the service was running effectively. Since we last inspected a number of improvements had been made to the service including the creation of more personalised care plans and risk assessments.

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