

Social Care 4U Limited

# Social Care 4U

## Inspection summary

CQC carried out an inspection of this care service on 03 April 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?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Requires Improvement 

Is the service well-led?

Requires Improvement 

### About the service:

Social Care 4 U is a domiciliary care agency that was providing personal care to two people at the time of the inspection.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### People's experience of using this service:

People told us they felt safe at the service.

People were safeguarded from the risk of abuse at the service and staff knew how to whistleblow.

Risk assessments lacked information needed to reduce people's known risks.

Safe recruitment practices were followed to ensure vulnerable people were kept safe.

Medicines support people received at the service was not clear. Staff had been trained in medicines and there were medicine policies in place ready to use.

The registered manager and staff had completed appropriate training that was up to date.

People did not receive an initial recorded assessment of their needs.

Consent to care and treatment was sought before care began.

The service supported people with meal preparation and encouraged healthy eating and drinking.

People were encouraged to be independent and to make their own choices.

Care plans did not contain people's preferences, likes and dislikes.

People, relatives and staff gave positive feedback on the management of the service and the

service they received.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible; however the policies and systems in the service did not support this practice.

We made two recommendations in relation to assessing people's care needs and end of life care. We found four breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Rating at last inspection:

The service was registered by CQC on 1 October 2010. This was the service's first inspection since registration as they have not been providing any regulated activities until recently.

Why we inspected:

This was a planned comprehensive inspection based on CQC's scheduling process to check the safety and quality of care people received.

Improvement action we have asked the provider to take:

Please see the 'action we have asked the provider to take' section towards the end of the report.

Follow up:

We will continue to monitor intelligence we receive about the service until we return to visit as per our 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](http://www.cqc.org.uk) or by telephoning 03000 616161**