

Rupaal Care & Training Ltd

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Inspection summary

CQC carried out an inspection of this care service on 05 October 2020, 07 October 2020, 08 October 2020 and 09 October 2020. This is a summary of what we found.

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

About the service

Rupaal Care and Training Ltd is a domiciliary care service providing personal care to people living in their own homes. The service supports people living with dementia and people with mild learning disabilities and physical disabilities. At the time of this inspection the service was supporting seven people.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

People's experience of using this service and what we found

Since the last inspection the registered manager had implemented systems and processes to address the issues we had identified at the last inspection.

People and relatives were happy with the care and support that they received from this service and spoke positively of the registered manager and the way in which care was delivered.

People and relatives told us they felt safe receiving care and support from their allocated care staff. Care staff spoke passionately about keeping people safe and knew the actions they would take if they had any concerns.

People's care plans recorded risks associated with their health, medical and care needs with clear direction to care staff on how to minimise identified risks to keep people safe from harm.

People were supported by a regular team of care staff who people knew well. They arrived on time and supported them with their needs. Relevant and appropriate checks had been completed on prospective staff wishing to work with the service to ensure their suitability for the role.

People received their medicines safely and as prescribed. Policies and systems in place supported this.

Care staff had access to the required personal protective equipment (PPE), information and guidance to prevent and control the spread of infection.

Management oversight of the service had improved since the last inspection. The registered manager had implemented audits and checks to monitor the quality of care and ensure where issues were identified these were addressed.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 8 October 2019) and there was a breach of Regulation 17 (Good Governance). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an announced comprehensive inspection of this service on 29 August 2019. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions Safe and Well-led which contain those requirements.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Rupaal Care and Training Ltd on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information 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