

TD Homecare Services Limited

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Inspection summary

CQC carried out an inspection of this care service on 14 September 2021. 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 ●

About the service

TD Homecare Services is a domiciliary care agency registered to provide personal care for people who require this due to old age, illness or disability. At the time of the inspection the agency was providing care for 16 people living in the west of the Isle of Wight.

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

People benefitted from a management and staff team who were committed to ensuring they received a service which was caring. We received positive feedback from people or their family members about the service they were receiving. Everyone spoke very highly of the care staff and the registered manager. People felt they were cared for with kindness and compassion.

People told us they felt safe and secure when receiving care. People were supported to meet their nutritional and hydration needs, medicines were safely managed and staff contacted healthcare professionals when required. Staff followed all necessary infection prevention measures.

People told us they had been involved in care planning and care plans reflected people's individual

needs and choices. Staff were responsive to people's needs, which were detailed in care plans. People's risk assessments and risks relating to their home environment were detailed and helped reduce risks to people while maintaining their independence.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. Staff understood consent and were clear that people had the right to make their own choices.

Safe recruitment practices were followed and appropriate checks were undertaken, which helped make sure only suitable staff were employed to care for people in their own homes. There were enough care staff to maintain the schedule of visits. Staff told us they felt supported, received regular supervision and training.

People had regular contact from the registered manager who undertook some care calls and completed all assessments and initial visits for new people. People and staff were confident the registered manager would listen to them and take any necessary action should the need arise.

A range of audits and quality monitoring processes were in place and the registered manager sought feedback from people through the use of a regular reviews and a yearly survey.

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

This service was registered with us on 14/11/2019 and this is the first comprehensive inspection. A focused inspection was undertaken in September 2020 following which the key questions safe and well-led were both rated Good however an overall rating was not provided.

Why we inspected

This was a planned inspection based on the date the service was registered.

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**