

Amber Valley Total Care Ltd

# Amber Valley Total Care

## Inspection summary

CQC carried out an inspection of this care service on 30 November 2016 and 06 December 2016. 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 ●

The inspection took place on 30 November and 6 December 2016 and was announced. The provider was given 48 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in the office. The service provided domiciliary care and support to people living in the Amber Valley area of Derbyshire. At the time of the inspection there were 104 people using the service.

There is a registered manager at the service. 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 told us they felt safe with the staff team from Amber Valley Total Care. Staff members had a good understanding of the various types of abuse and knew how to report any concerns.

People had consistent staff that supported them. People told us that staff always arrived when they were expecting them. Staff confirmed they had regular people they visited and were able to build up relationships with the people they supported.

People were supported to take their medicines safely. People were supported by staff who had

received appropriate training to assist them to meet people's needs.

The registered manager understood the principles of the Mental Capacity Act 2005 (MCA) and their responsibilities around this. People using the service told us that staff always obtained their consent before they provided their care and support. Staff members confirmed this and told us that if they identified any concerns about a person's capacity to consent then they would contact the registered manager.

Care staff had a good understanding of people's dietary needs. They were aware of health requirements which meant people had to have their meals at specific times. There was information about people's dietary requirements within their care plans. The staff team ensured that people's wellbeing was supported and maintained.

People received their care from regular staff that got to know them well. Staff members were kind and caring. Staff respected people's privacy and dignity and promoted their independence.

People contributed to an assessment of their needs and received care that met their needs.

People felt able to raise concerns with the service and were satisfied with the response they received regarding their concerns. Information relating how to make a complaint was included within the service user guide that was provided to people when they first started to use the service.

People felt able to speak to the management team about the service. They felt they were open and approachable.

The staff team had a good understanding of the purpose of the service and worked together to achieve the service aims.

**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**