

Treasure Vince Limited

Treasure Vince

Inspection summary

CQC carried out an inspection of this care service on 14 September 2022, 16 September 2022 and 26 September 2022. 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?

Inadequate 

About the service

Treasure Vince is a domiciliary care service providing the regulated activity of personal care in people's own home, flat or specialist housing accommodation. The service provides support to adults aged 18 to 65 and older people. The registered provider's Statement of Purpose states this includes people who are living with dementia, who have mental health needs, people who have a learning disability, sensory impairment or physical disability. At the time of our inspection there was one person using the service.

Not everyone who used the service has 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

The provider's governance arrangements did not provide assurance the service was well led, and regulatory requirements were being met. Quality assurance systems were not robust and had not identified the shortfalls we found during our inspection. No information was available or recorded to demonstrate the registered manager had recognised where improvements were needed, and lessons learned to improve safety.

Although there was no impact for people using the service, not all risks for people were identified

and recorded in relation to their care and support needs to ensure their safety and wellbeing. Improvements were required to the service's medicines management. The registered manager was unable to provide evidence of completed recruitment checks to demonstrate compliance with regulatory requirements as these had been shredded. We have made a recommendation about recruitment practices.

We were unable to assess if staff employed at Treasure Vince had attained appropriate training, a robust induction or formal supervision as no records were available as these had been shredded. We have made a recommendation about training, induction and supervision. However, the registered manager had attained both mandatory and specialist training relating to the people being supported. Not all people who used the service had a robust support plan in place describing their individual care and support needs; and the delivery of care to be provided by staff. We have made a recommendation about care records.

No concerns were or had been raised by people using the service or their relatives relating to the safety of their family member. No safeguarding concerns had been raised since the service became operational in June 2022. The registered manager demonstrated an awareness and understanding of their responsibilities to ensure infection, prevention and control practices were operated in line with government guidance. Staff supported people as needed to ensure their nutritional, hydration and healthcare needs were met.

People were positive about the care and support provided and confirmed their family member's dignity and privacy were respected by staff. Relative's confirmed their family member received consistent care and support from staff that were familiar and aware of their family member's care and support needs. 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.

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 in April 2019 and this is the first inspection.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

You can see what action we have asked the provider to take at the end of this full report.

Enforcement and Recommendations

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and will take further action if needed.

We have identified breaches in relation to the management of risk medicines management and quality assurance at this inspection.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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**