

Amber Home Care Ltd

Amber Home Care

Inspection report

Somerset Barn, The Old Redhouse Farm
Stratton-on-the-Fosse
Near Radstock
Somerset
BA3 4QE

Tel: 01761412011

Website: www.amberhomecare.co.uk

Date of inspection visit:
11 September 2019
12 September 2019

Date of publication:
17 October 2019

Ratings

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 ●

Summary of findings

Overall summary

About the service

Amber Home Care is a domiciliary care service providing care and support for people living in their own homes. 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.

At the time of inspection 32 people were receiving personal care.

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

People were happy and complimentary of the service they received. One person commented "There are carers and there are carers ... these are people who do their job because they want to and not because they have to ... all the girls are lovely."

Staff were safely recruited and undertook the relevant training to do their jobs properly. They were supervised in their practice and the staff team consisted of new and long-standing members of staff who knew people well.

The service had experienced some staffing issues with unplanned and planned leave. The registered manager and deputy manager were covering care visits to manage the shortfall. They were actively recruiting for more staff.

People and their relatives were involved in planning people's care. People's choices and preferences were respected. People were supported to ensure they maintained other health care appointments.

People were kept safe by staff who had a good understanding of what abuse was. People received their medicines on time.

People were protected from risks which had been assessed and recorded. Staff undertook good infection control procedures.

People were supported to eat nutritious meals where this was part of their care package.

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.

The registered manager maintained an oversight of the service. They knew each person and their families well. People were complimentary of the service and had confidence in the registered manager to lead the service. One person said, "A good consistent service ... it's very odd if anything goes wrong ... you have a

nice personal service, very friendly."

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

Rating at last inspection

The last rating for this service was good (published 8 November 2016).

Why we inspected

This was a planned inspection based on the previous rating.

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.