

Zinnia Care Ltd

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Inspection summary

CQC carried out an inspection of this care service on 06 May 2016, 10 May 2016, 11 May 2016 and 13 May 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 06, 10, 11 and 13 May 2016. We gave the provider 48 hours' notice of the inspection to make sure that the people we needed to speak with were available. Zinnia Care Limited is a domiciliary care agency which provides personal care for older people in their own homes. At the time of the inspection, they had 23 people using the service.

There was a manager in post who had registered with the Care Quality Commission (CQC). A registered manager is a person who has registered with the CQC 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 and associated Regulations about how the service is run.

At our last inspection on 17 November 2015, the service was rated as requiring improvement. At this inspection we found that the provider had made improvements to the way they monitored calls to make sure that staff arrived on time to provide care for people. Arrangements were in place to ensure there were sufficient numbers of staff available to meet people's individual needs. The provider had an electronic monitoring system that ensured that they would know if calls were late. The provider had a complaints policy and procedures in place.

Care was provided in a way that promoted people's dignity and respected their privacy. People received personalised care and support that met their needs and took account of their preferences.

Peoples care plans were person centred and gave clear guidance to staff.

People told us they felt safe, happy and well looked after. Staff had received training in how to safeguard people from abuse and knew how to report concerns, both internally and externally. Safe and effective recruitment practices were followed to help ensure that all staff were suitably qualified and experienced to carry out their duties safely.

People were positive about the skills, experience and abilities of staff that provided care at their own home. Staff had received training relevant to their roles and had regular supervision meetings to discuss and review their development and performance.

People were supported to maintain good health and had access to health and social care professionals when necessary. They were provided with support to maintain a healthy balanced diet that met their individual needs.

Staff had developed positive and caring relationships with the people they cared for and knew them very well. People were involved in the planning, delivery and reviews of the care and support provided. The confidentiality of information held about their medical and personal histories was securely maintained in the agency office.

The provider took appropriate steps to monitor the quality of services provided, reduce potential risks and drive improvement.

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