

Divine Care Provider Ltd

Divine Care Provider Ltd

Inspection report

Unit 5, Park Farm
Kelvedon Road, Inworth
Colchester
CO5 9SH

Tel: 01376572222

Date of inspection visit:
23 September 2020

Date of publication:
14 October 2020

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service caring?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

Divine Care Provider Ltd is a domiciliary care service. It is registered to provide the regulated activity of personal care to people in their own homes including older people, people with dementia, people with a physical and sensory impairment and younger adults. At the time of the inspection, 39 people were receiving a service.

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

People told us they were happy with the staff, felt very well cared for and were satisfied with the quality of the service provided to them. People were treated in a caring, kind and respectful way. Staff told us improvements to care planning systems, recording and management of the service had been made since the last inspection.

At the previous inspection the provider was in breach of regulation 12 (Safe care and treatment), 17 (Good governance) and 19 (Fit and proper persons) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The concerns raised during the previous inspection had been addressed and improvements made.

The provider had effective systems and processes in place that enabled them to identify, monitor and assess risks to the health, safety and welfare of the people who use the service.

Risk assessments for people were in place including their current needs and known risk.

Infection control and prevention practices were in place with staff adhering to the guidance.

People's medicines were administered and managed well with clear documentation and auditing.

Staff recruitment and induction process was now robust which ensured the right staff had been recruited in line with legal requirements.

People's care and support was delivered in line with their agreed care plan and within current standards and guidance.

The service was well led. Systems were in place to monitor the quality of the service. The provider had the knowledge and oversight of the service to manage it effectively.

Staff were caring and kind, knew people very well and had the skills and knowledge to undertake their role.

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

Rating at last inspection and update: The last rating for this service was requires improvement (published 4 February 2020) and there were three breaches of regulation. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We carried out an announced focussed inspection of this service on 22 September 2020. We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions of Safe, Caring and Well Led which contain those requirements.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from Requires improvement to Good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Divine Care Provider on our website at www.cqc.org.uk.