

Purple Care TM Limited

Purple Care

Inspection summary

CQC carried out an inspection of this care service on 14 September 2020, 15 September 2020 and 16 September 2020. This is a summary of what we found.

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Is the service well-led?

Requires Improvement ●

About the service

Purple Care is a domiciliary care service, providing personal care to people in their own homes. At the end of the inspection they were providing personal care to 67 people. Purple care is registered to provide personal care to children and adults with a physical disability, learning disability or autistic spectrum disorder; dementia and mental health needs.

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

The provider had informed people, during the Covid-19 pandemic care calls would not be at a set time. This decision was not person centred and meant some people did not know when to expect their care which put them at risk of harm.

Office staff also provided personal care to people, they did not wear face masks whilst undertaking their duties in the office. This increased the risk of transmission of Covid-19. We have made a recommendation about this.

There had been no registered manager in post since June 2018, the provider was therefore responsible for the delivery of the regulated activity. A manager had been appointed but had not yet commenced their role at the time of the inspection. The locations rating of performance was not displayed at the location or on the services website.

Quality assurance systems and processes were not always effective. Audits of call times did not identify a significant variance in the delivery of some people's call times. This meant no action had been taken to improve call times.

The electronic record keeping system enabled the management team to have a 'live' oversight of care delivery and to respond to alerts such as when medicines had not been signed for, care staff were late, or care tasks had been recorded as not completed.

People were supported by staff that had been safely recruited. Staff had a good knowledge of risks associated with providing people's care, including infection control. Staff had received adequate training to meet people's individual care needs, their competency was assessed before they gave people their medicines. Staff knew how to identify, and report abuse to keep people safe. Accidents and incidents were reported and reviewed. Measures were put in place to reduce risks to people.

People were not always supported to have maximum choice and control of their lives. People's preferences and wishes regarding their care delivery were not always respected. Staff supported them in the least restrictive way possible and in their best interests.

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 requires improvement (published 15 February 2020, updated 03 September 2020).

Why we inspected

We received concerns in relation to safe staffing. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service remains requires improvement. This is based on the findings at this inspection.

We have found evidence that the provider needs to make improvement. You can see what action we have asked the provider to take at the end of this full report.

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

Follow up

We will request an action plan for 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 return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

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