

Purple Care TM Limited

# Purple Care TM

## Inspection summary

CQC carried out an inspection of this care service on 08 July 2021 and 11 August 2021. 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?

Requires Improvement 

Is the service responsive?

Requires Improvement 

Is the service well-led?

Inadequate 

### About the service

Purple Care is a domiciliary care service. The service provides personal care to people living in their own homes. At the time of the inspection there were 90 people using the service, whose needs included mental health, physical disabilities, learning disabilities and dementia.

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

Staff did not always follow risk assessments and care plans, and this meant there was a risk people did not have their needs met and were at risk of avoidable harm. Staff were trained to support people with their medicines, however, due to an ongoing variance in call times for some people, people did not always get their prescribed medicine at the right time and there was a risk the time between doses may not be sufficient. Staff did not record the actual time medicines were administered and this meant there was no way of knowing the exact time the last dose had been given.

People did not receive their care and support at the agreed time on a frequent basis and this meant people could not plan their day or establish any routines.

Call times were often shorter than the agreed time and although the provider had addressed this with staff and taken the time to establish the reason for each short call, not enough action had been taken and this issue was ongoing. The provider had not fully considered the impact and risk

caused by short calls and staff not following care plans such as risk of malnutrition and risks associated with a lack of personal care.

Staff received training support and supervision. There was a known risk for one person displaying risky behaviours, however there was no risk assessment or care plan because staff had not alerted their managers about this.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. However, people did not have their capacity to make decisions assessed so we could not be certain about people's capacity to make decisions. Where a person lacks mental capacity to make an informed decision, or give consent, staff must act in accordance with the requirements of the Mental Capacity Act 2005 and associated code of practice.

People and relatives were not always confident to raise concerns or that their concerns would be listened to and resolved. The provider had quality assurance systems in place and had made some improvements regarding call monitoring and audit since our last inspection. However, the issues were ongoing and had not been resolved.

People and relatives told us they liked the staff and said they were kind and respectful.

#### Rating at last inspection

The last rating for this service was requires improvement (published 17 November 2020). The service remains rated requires improvement. This service has been rated requires improvement for the last three consecutive inspections. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection enough improvement had not been made and the provider was still in breach of regulations.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Why we inspected

This was a planned inspection based on the previous rating.

#### Enforcement

We have identified breaches in relation to safe care and treatment and governance at this inspection.

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

#### 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.

**You can ask your care service for the full report, or find it on our website at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephoning 03000 616161**