

Home Care 2000 Limited

Homecare 2000 Ltd

Inspection summary

CQC carried out an inspection of this care service on 10 February 2020 and 11 February 2020. 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 ●

About the service

Homecare 2000 is a domiciliary care agency. It provides personal care to people living in their own homes in the community. Not everyone who used the service received personal care. 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 this inspection, 33 people were receiving personal care from the service. People who use the service live in Torquay, Paignton and Brixham.

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

People and their relatives told us they were very happy with the service they received. Comments included, "I'm very lucky to have them" and "They're just amazing." People benefited from a small, consistent team of staff who knew them well. People told us they had developed positive, caring relationships with their regular staff.

People felt safe and comfortable when staff visited them in their home. People were kept safe as potential risks had been assessed and managed. A relative told us they felt confident to leave the house when staff were present, as they knew their loved one was safe.

People's needs were met by staff who had received regular training and support. Staff had opportunities for regular supervision and told us they were very well supported and valued in their

role.

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.

People received a personalised service to meet their specific needs, preferences and wishes. The provider was passionate about making a difference to people's lives and committed to promoting a caring culture throughout the service. People were involved in making decisions about their care and encouraged to maintain their independence. People were treated with dignity and respect in a way that valued them as individuals.

People and their relatives told us the service continued to be well managed. Comments included, "The best agency I've ever had, they're very professional" and "I'm very pleased with everything." The provider continually looked for ways to improve and was working with commissioners to focus on initiatives to drive improvement and provide high quality care.

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 31 August 2017).

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 reinspection 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