

Greek and Greek Cypriot Community of Enfield

Alpha Care Specialists

Inspection summary

CQC carried out an inspection of this care service on 18 August 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?	Outstanding ☆
Is the service well-led?	Good ●

This inspection took place on 18 August 2016. We gave the provider two days' notice that we would be visiting their head office. We gave the provider notice as we wanted to make sure the registered manager was available on the day of our inspection.

Alpha Care Specialists provides personal care to people living in their own homes. The service was originally set up for Greek and Greek Cypriot people and the majority of people using the service were Greek and Greek Cypriot as were the staff. However, the service is available to people from any background or culture. There were approximately 100 people using the service at the time of our inspection.

There was a registered manager in post at the time of our inspection. A registered manager is a person who has registered with the Care Quality Commission 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.

People told us they were well treated by the staff and felt safe and trusted them. People were very positive about the care that they received and the responsiveness and flexibility of the service.

The service had introduced and took part in a number of outstanding initiatives to ensure people's

needs were consistently met whilst in hospital and when being discharged. People were supported well on being discharged from hospital. The service worked closely with the local hospital on the arrangements for discharging people and provided a translation service for Greek and Greek Cypriot people that used the service. The aim was to reduce the number of re-admissions.

Staff could explain how they would recognise and report abuse and they understood their responsibilities in keeping people safe.

Where any risks to people's safety had been identified, the management had thought about and discussed with the person ways to mitigate these risks.

People told us that staff came at the time they were supposed to or they would phone to say if they were running late.

The service was following appropriate recruitment procedures to make sure that only suitable staff were employed at the agency.

Staff we spoke with had a good knowledge of the medicines that people they visited were taking. People told us they were satisfied with the way their medicines were managed.

People who used the service and their relatives were positive about the staff and told us they had confidence in their abilities. Staff told us that they were provided with training in the areas they needed in order to support people effectively.

Staff understood that it was not right to make choices for people when they could make choices for themselves. People's ability around decision making, preferences and choices were recorded in their support plans and followed by staff.

People told us they were happy with the support they received with eating and drinking and staff were aware of people's dietary requirements and preferences.

People confirmed that they were involved as much as they wanted to be in the planning of their care and support. Care plans included the views of people using the service and their relatives. Relatives told us they were kept up to date about any changes by staff at the office.

People and their relatives told us that the management and staff were quick to respond to any changes in their needs and care plans reflected how people were supported to receive care and treatment in accordance with their current needs and preferences.

People told us they had no complaints about the service but said they felt able to raise any concerns without worry.

The agency had a number of quality monitoring systems including yearly surveys for people using the service and their relatives. People we spoke with confirmed that they were asked about the quality of the service and had made comments about this. They felt the service took their views into account in order to improve service delivery.

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