

Hospiva Care & Associates Agency Ltd

Romford

Inspection summary

CQC carried out an inspection of this care service on 08 June 2021. 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 well-led?	Good 

About the service

This service is a domiciliary care agency based in the London Borough of Havering. The service provides personal care to adults in their own homes. Not everyone who used the service received personal care. The Care Quality Commission (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.

The service was supporting 16 people with personal care at the time of the inspection.

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

Risk assessments had been carried out to ensure people received safe care. Pre-employment checks such as references had been sought to ensure staff were suitable to support people. Systems were in place to monitor staff time-keeping and prevent infections.

Staff had completed essential training to perform their roles effectively. Reviews had been carried out to ensure people received personalised support and care. The staff worked well with external health care professionals. People were supported with their needs and accessed health services when required.

Quality assurance systems were in place to identify shortfalls and take prompt action to ensure people always received safe care. Feedback was sought from people and relatives to make improvements to the service.

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 previous rating for this service was Requires Improvement (published 30 May 2019) and there were breaches of regulation. CQC had issued requirement notices for Regulation 12 (Safe Care and Treatment) and Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Why we inspected

We undertook a focused inspection to review the key questions of Safe, Effective and Well-Led to check if the service was compliant with the requirement notices issued at the last comprehensive inspection and to see if improvements had been made.

No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous inspections for those key questions 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 inspection, by selecting the 'all reports' link for Romford on our website at www.cqc.org.uk.

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 or by telephoning 03000 616161