

In Safe Hands Care And Support Ltd

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Inspection summary

CQC carried out an inspection of this care service on 29 March 2022. 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

In Safe Hands Care and Support Ltd is a domiciliary care service providing care and support to people living in their own homes in the Sheffield area. At the time of our inspection there were 20 people using the service. 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.

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

People felt safe in the company of staff. Relatives agreed their family members were safe. People consistently told us staff arrived on time and they received support from the same core group of staff, which promoted good continuity of care. The service had recruitment processes in place to ensure suitable staff were employed. General and individual risks were assessed and managed well. Medicines were managed effectively, and the provider ensured all infection control measures were followed by staff.

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 were supported to receive adequate food and drink to remain healthy. People chose what

they wanted to eat and drink. Staff knew the people they were supporting and provided a personalised service. Support plans showed how people wished to be supported and people were involved in making decisions about their care. Staff treated people with respect and people's dignity and privacy was actively promoted.

People told us any concerns were addressed immediately with appropriate actions and the provider had received a number of compliments and thank you cards and emails. The service was well run, and people who used the service were very happy with the care and support they received. Audits and checks of documents and systems helped ensure continuous learning and improvement.

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

This service was registered with us on 20 February 2020. This was the service's first inspection.

Why we inspected

This was a planned inspection based on the date of registration.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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**