

WEST MIDLANDS HOMECARE LTD

Suite 23 Digbeth Court Business Centre

Inspection summary

CQC carried out an inspection of this care service on 07 March 2019 and 14 March 2019. 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: Suite 23 Digbeth Court is a domiciliary care agency that was providing personal care to four people aged 65 and over at the time of the inspection.

People's experience of using this service: Relatives and staff told us that there were enough staff to meet people's needs and that staff had been recruited safely.

Staff received the right levels of training and support to meet people's needs.

Relatives said staff were kind, compassionate, and respected people's independence and privacy.

There were systems in place for managing people's medicines and risks to people's safety. Also, procedures for responding to safeguarding concerns which had been used effectively.

There were systems and processes in place for managing complaints. Relatives said they were confident they could approach the registered manager with any concerns.

The registered manager had relevant qualifications and experience. They used quality assurance processes to monitor and improve 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: This was the service's first inspection.

Why we inspected: This inspection was part of our scheduled plan of visiting services to check the safety and quality of care people received.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received 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**