

Kwikfix Recruitment Services Limited

Kwikfix Recruitment Services Peterborough Branch

Inspection summary

CQC carried out an inspection of this care service on 24 May 2021. This is a summary of what we found.

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| 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

Kwikfix Recruitment Services Peterborough Branch is a domiciliary care agency providing personal care and support to 48 people. This service is provided to both younger and older adults, those living with dementia, a physical disability, learning disability or people with mental health needs. 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

The provider had systems in place to manage risks and keep people safe from avoidable harm. Staff followed good practice guidance to prevent the spread of infection and gave people their medicines safely.

People liked the staff that cared for them. Staff were kind and caring and made sure people's privacy and dignity was respected. People, and their relatives were involved in making decisions on the care they wanted. Their preference for how staff delivered their care was recorded in their care plans.

Staff received training, supervision and support so that they could do their job well. Staff enjoyed working at Kwikfix Recruitment Services Peterborough Branch and told us that they would be happy to have a member of their family receiving the service.

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.

Systems to monitor how well the service was running were carried out. Complaints and concerns were followed up to make sure action was taken to rectify the issue. People were asked their view of the service and action was taken to change any areas they were not happy with. The registered manager had identified that people wanted to speak with them directly, rather than the area manager, and was in the process of contacting everyone.

The service was well managed by a registered manager. The registered manager was passionate about giving people a high-quality service and ensuring that staff were supported and skilled to deliver the service effectively. The registered manager was in the process of supporting those staff members who had shown interest to develop in the service to receive the appropriate training.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

This service was registered with us on 05 July 2019 and this is the first inspection.

Why we inspected

This is the first inspection since the service registered with the CQC on 05 July 2019.

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