

Hearten UK Ltd

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Inspection summary

CQC carried out an inspection of this care service on 14 September 2022. This is a summary of what we found.

Overall rating for this service

Requires Improvement 

Is the service safe?

Requires Improvement 

Is the service effective?

Requires Improvement 

Is the service caring?

Good 

Is the service responsive?

Good 

Is the service well-led?

Requires Improvement 

About the service

Hearten UK LTD is a domiciliary care agency providing personal care to people in their own homes. The service is registered to provide support to people living with learning difficulties, autistic people, older people, people living with dementia and people with a physical disability or mental health difficulties. At the time of our inspection the service was providing personal care to eight people.

We expect health and social care providers to guarantee people with a learning disability and autistic people respect, equality, dignity, choices and independence and good access to local communities that most people take for granted. 'Right support, right care, right culture' is the guidance CQC follows to make assessments and judgements about services supporting people with a learning disability and autistic people and providers must have regard to it.

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

Right Support

People were supported to have maximum possible choice and control of their lives and staff sought to support them in the least restrictive way possible and in their best interests; however, the policies and systems in the service did not always support this practice.

People were supported by staff to be involved in decisions about their care and support. People received personalised care and support tailored to their needs and preferences. People had their own small staff team who they knew and trusted. Staff advocated for people.

Right Care

People's care and support plans did not always contain sufficiently detailed and accurate information and had not been regularly reviewed.

People received kind and compassionate care. Staff respected and promoted people's privacy and dignity. They understood and responded to people's individual needs.

Right culture

People had control over their lives because of the ethos, values, attitudes and behaviours of the management and staff.

People and those important to them were involved in planning their care.

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 29 October 2020 and this is the first inspection.

You can see what action we have asked the provider to take at the end of the full report.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

Enforcement

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to monitor the service and will take further action if needed.

We have identified breaches in relation to safe care and treatment, need for consent, and good governance. Please see the action we have told the provider to take at the end of this report.

Follow up

We will request an action plan from the provider to understand what they will do to improve the standards of quality and safety. We will work alongside the provider and local authority to monitor progress. 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