

Mr Philip Walters

VP Community Care

Inspection summary

CQC carried out an inspection of this care service on 23 December 2015. This is a summary of what we found.

Overall rating for this service	Good	●
Are services at this location safe?	Good	●
Are services at this location effective?	Good	●
Are services at this location caring?	Good	●
Are services at this location responsive?	Good	●
Are services at this location well-led?	Good	●

This inspection took place on 23 December 2015. VP Community Care is a domiciliary care service which provides personal care and support to people in their own home across the UK.

The provider, who is registered with us as an individual, manages the service so is not required to have a registered manager. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Staff knew how to keep people safe and understood their responsibilities to protect people from the risk of abuse. Risks to people's health and safety were managed and plans were in place to enable staff to support people safely. There were sufficient numbers of staff to meet people's care needs and staff were recruited safely. People received the level of support they required to safely manage their medicines.

Staff received appropriate induction, training, supervision and appraisal. People's rights were protected under the Mental Capacity Act 2005. People received the assistance they required to have enough to eat and drink. External professionals were involved in people's care as appropriate.

Positive and caring relationships had been developed between staff and people who used the service. People were involved in the planning and reviewing of their care and making decisions about what care they wanted. People were treated with dignity and respect by staff who understood the importance of this.

People received the care they needed and staff were aware of the different support each person needed. Care records provided sufficient information for staff to provide personalised care. People felt able to make a complaint and knew how to do so.

People and their relatives were involved in the development of the service. Staff told us they would

be confident raising any concerns with the management and the registered provider was meeting their regulatory responsibilities. There were systems in place to monitor and improve the quality of the service provided.

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