

Fox Elms Care Limited

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Inspection summary

CQC carried out an inspection of this care service on 03 February 2016 and 08 February 2016. 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 ●

This inspection took place on 3 and 8 February 2016 and was unannounced. Fox Elms Care provides personal care to older and younger people with a learning disability, sensory or physical disability or mental health needs living in their own homes in Gloucestershire. Some people lived in private homes on their own or with family and other people lived in shared housing. Fox Elms Care was providing personal care to 26 people at the time of our inspection.

There was a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run.

People received personalised care and support which reflected their assessed needs. Their care records identified their preferences, routines and aspirations. Step by step guidance was provided for staff about how people wished to be supported with their personal care. People's levels of independence were clearly identified. People's diversity was acknowledged and if their age, disability or religion impacted on their care this was respected. People's human rights were upheld and staff helped them to stay safe from harm or injury. Staff understood people really well and knew how to support them when they were anxious or distressed. People were respected and treated with dignity. They had positive relationships with staff and were confident in their company. People's capacity to consent to aspects of their care and support were considered and if needed

decisions were made in their best interests. People made choices about their day to day lives and directed staff about how they wished to spend their time. A person told us, "I cannot rate too highly the care and support I receive from Fox Elms. It is excellent and totally reliable."

People were supported by staff who had been through a recruitment process. People met with new staff informally at their homes and some had been involved in the interview process. Small changes were made to the recruitment process during the inspection, to make sure it was robust. Staff had the opportunity to acquire the skills and knowledge they needed to carry out their roles. They said they felt supported in their roles and would raise any concerns or issues with the registered manager. Individual and team meetings provided the chance for staff to reflect on their roles, training needs and the care they provided. Out of hours management support was provided in case this was needed in an emergency. There were enough staff to meet people's individual needs. People had copies of staff schedules so they knew who was supporting them and at what time.

People, their relatives and staff had been asked for their views about Fox Elms and their experiences of the care they received. This was done formally each year in a survey, as well as during reviews of their care and through the monitoring of complaints and compliments. A range of quality assurance systems and external audits by the local authority were used to monitor and improve the care and support provided. The vision for the service to, "offer every person that we support a service that is truly centred on their own needs, abilities and desires" was endorsed by staff in their day to day work. A relative commented, "Gloucestershire in our opinion is very fortunate to have such an agency".

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**