

Omnia Support Limited

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Inspection summary

CQC carried out an inspection of this care service on 30 August 2019 and 02 September 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

Omnia Support is a community based care provider that provides personal care and support to people in their own homes. At the time of our inspection there were 122 people receiving personal care.

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

People told us they felt safe and staff knew how to keep them safe from harm. The provider had a recruitment process to ensure they had employed suitable staff to support people safely. People received their medicines as prescribed. Staff followed infection control guidance and had access to personal protective equipment. Accidents and incidents were recorded and appropriate action taken.

Staff had the skills and knowledge to meet people's needs. People were supported to eat a healthy diet and care staff knew people's specific dietary requirements. People were supported by regular staff.

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.

People were supported by staff who were kind and caring and knew them well. People's privacy, dignity and independence were respected by staff.

People's support needs were assessed regularly and planned to ensure they received the support they needed. The provider had a complaints process which people were aware of to share any concerns.

The service was well managed. Feedback questionnaires were used to gather information about people's views. Spot checks and audits were carried out to ensure the quality of the service was maintained.

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

Rating at last inspection

Rated good overall (report published 01/03/2017).

Why we inspected

This was a planned inspection based on the previous rating.

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