

Juventa 4 Care Ltd

Sheffield

Inspection summary

CQC carried out an inspection of this care service on 15 September 2017 and 18 September 2017. 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 ●

The location name is registered with the Care Quality Commission (CQC) as 'Sheffield'. However, the service is known as Juventa 4 Care. Juventa 4 Care is a domiciliary care service registered to provide personal care. The service office is based in the S9 area of Sheffield. Support is provided to younger adults and older people living in their own homes in Sheffield. At the time of this inspection 39 people were supported by the agency. 15 staff were employed by the agency.

There was a manager at the service who was registered with the CQC. A registered manager is a person who has registered with the CQC 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.

Juventa 4 Care was registered with the CQC on 27 September 2016. This is the services first inspection.

The inspection took place on 15 and 18 September 2017. We gave the registered manager 48 hours' notice of our inspection to make sure the registered manager, some staff and some people receiving support would be available to meet and speak with us.

In the main people spoke positively about the support provided to them. They told us they felt safe and their care workers were respectful and kind.

We saw there were systems in place to protect people from the risk of harm. Staff we spoke with were knowledgeable about safeguarding people and were able to explain the procedures to follow should an allegation of abuse be made. Assessments identified risks to people, and management plans to reduce the risks were in place to ensure people's safety.

We found systems were in place to make sure people received their medicines safely so their health was looked after.

Staff recruitment procedures were robust and ensured people's safety was promoted.

There were appropriate numbers of staff employed to meet people's needs and provide a flexible service.

Staff were provided with relevant training so they had the skills and knowledge they needed to undertake their role.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible. The registered provider's policies and systems supported this practice. People had consented to receiving care and support from Juventa 4 Care.

Visit times were flexible to support people's access to health professionals to help maintain their health.

People were supported to maintain a healthy diet which took into account their needs and preferences, so their health was promoted and choices could be respected.

Staff knew the people they supported well. People's privacy and dignity was respected and promoted. Staff understood how to support people in a sensitive way.

People said they could speak with their care workers or the registered manager if they had any worries or concerns and they would be listened to.

There were systems in place to monitor and improve the quality of the service provided. Regular checks and audits were undertaken to make sure full and safe procedures were adhered to.

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