

Leymar Ltd

Leymar Healthcare

Inspection summary

CQC carried out an inspection of this care service on 16 November 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 ●

Leymar Healthcare is a domiciliary care agency. It provides personal care to people living in their own houses and flats. It provides a service to older adults and younger disabled adults in and around the Ashfield District. The organisation provides other support that is not regulated by us including support in the community. On our last inspection on 22 and 27 July 2015 the service was rated as Good, on this inspection we found the service remained Good.

The service had a manager in place at the time of our inspection. 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 2008 and associated Regulations about how the service is run.

People continued to receive safe care. Risks to people's health and wellbeing were assessed and plans were in place to monitor people and to assist them in a safe manner. The staff understood how to protect people from harm and were confident that any concerns would be reported and investigated by the manager. Some people received assistance to take medicines and records were kept to ensure that this was done safely. There were safe recruitment procedures in place to ensure new staff were suitable to work with people.

People continued to receive effective care. Staff were supported and trained to ensure that they

had the skills to support people effectively. People were supported to have maximum choice and control of their lives and staff support them in the least restrictive way possible. People were able to make decisions about how they wanted to receive support to ensure their health needs were met. When people required assistance to eat and drink, the provider ensured that this was planned to meet their preferences and assessed need.

The care people received remained good. People had a small team of staff who provided their support and had caring relationships with them. Care was planned and reviewed with people and the provider ensured that people's choices were followed. People's privacy and dignity were respected and upheld by the staff who supported them.

The service remained responsive. People had care records that included information about how they wanted to be supported and this was reviewed to reflect any changing needs. There was a complaints procedure in place and any concern received were investigated and responded to in line with this policy.

The service remained well led. People were asked for their feedback on the quality of the service and their contribution supported the development of the service. Quality assurance systems were in place to identify where improvements could be made and the provider worked with other organisations to share ideas and to develop the service. The manager promoted an open culture which put people at the heart of the service.

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**