

Sheltering Arms of Yorkshire Ltd

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Inspection summary

CQC carried out an inspection of this care service on 11 January 2023, 12 January 2023, 13 January 2023, 16 January 2023, 17 January 2023 and 18 January 2023. 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?	Outstanding ☆
Is the service well-led?	Good ●

About the service

Sheltering Arms of Yorkshire Ltd is a domiciliary care agency providing personal care to people in their own homes. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided. At the time of our inspection there were 10 people receiving personal care from the service.

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

People were placed at the heart of the service and benefitted from a management and staff team who were committed to ensuring they received a service which was exceptionally responsive and promoted their self-esteem and wellbeing. Without exception, all feedback received about the support provided to people was extremely positive.

Staff had built strong relationships with people and knew them exceptionally well. The provider, registered manager and staff went above and beyond to learn about people and their lives and used the information gathered to enable people to have positive outcomes. Staff focused on people's strengths and promoted independence, so people had a fulfilling and meaningful everyday life of their choosing.

People were supported by a small number of regular staff members who knew them well, promoted their independence, choice and control.

The provider and registered manager had a visible presence within the service and people knew who they were and how to contact them if they wished to raise concerns or discuss their care. The provider also completed people's care visits, this gave them the opportunity to speak directly with people and to get to know them.

Staff knew how to safeguard people from the risk of abuse and people were protected from the spread of infection. Medicines were managed safely, with regular audits of people's medication taking place.

The provider had suitable systems to ensure new staff were recruited safely. Staff completed a range of training and people told us they felt staff knew what they were doing and supported them well.

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.

There were governance systems in place which were regularly reviewed. Quality assurance processes such as audits and spot checks, were used to drive improvements. There was a complaints procedure in place, which people were aware of. Feedback was sought from people with regular visits, reviews and feedback questionnaires.

Staff felt supported by the registered manager and provider and were happy in their role.

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

Rating at last inspection

This service was registered with us on 18 October 2021 and this is the first inspection.

Why we inspected

This inspection was prompted by a review of the information we held about this service.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

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