

Chrysalis (Cumbria) Limited

Chrysalis

Inspection summary

CQC carried out an inspection of this care service on 4 March 2015. This is a summary of what we found.

Overall rating for this service	Choose a rating	●
Are services at this location safe?	Choose a rating	●
Are services at this location effective?	Choose a rating	●
Are services at this location caring?	Choose a rating	●
Are services at this location responsive?	Choose a rating	●
Are services at this location well-led?	Choose a rating	●

This announced inspection took place on the 4th March 2015. The provider was given 48 hours' notice of the inspection visit because the location provides personal care and support to people in their own homes. As the people who use this service often accessed community activities we needed to make sure people were available to speak to us. Chrysalis provides personal care to people who have a learning disability or other complex needs.

This was the first visit to this service which was registered by The Care Quality Commission (CQC) in August 2013. Although the service was registered in 2013 Chrysalis did not start to provide the regulated activity of personal care until April 2014. At the time of our inspection the service provided personal care and support to two people.

There was a registered manager in post on the day of our visit. 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.

The inspection team consisted of one adult social care inspector.

We found that people who used this service were safe. The support workers knew how to protect people from harm. All staff had completed training in the safety of vulnerable adults and knew the signs to look for and how to report any incidents of concern. There were good systems in place to ensure people knew the staff that supported them. Staff rosters had been discussed with the management team, the support workers and the people who were supported by this agency.

We saw that the provider had robust recruitment policies and procedures which ensured only

suitable people were employed to care for vulnerable people with complex needs.

We found that the service worked well with external agencies such as social services, other care providers and mental health professionals to provide appropriate care to meet people's physical and emotional needs.

We saw that medicines were administered safely and all the records were up to date and audited regularly. All staff had completed training in the safe handling of medicines.

We saw people were encouraged to take part in a variety of activities in the community as well as the opportunity to attend the day care service organised by the registered provider.

The service followed the requirements of the Mental Capacity Act 2005 Code of Practice. This helped to protect the rights of people who were not able to make important decisions themselves. Best interest meetings were held to assist people who were not always able to give consent and make difficult decisions for themselves.

We saw that professional advice from adult care social workers, the learning disability nurse and other health care advisors was accessed as and when necessary.

Personalised care plans were in place in a format that was suitable through pictures and symbols as well as writing.

There was an appropriate internal quality monitoring procedure in place. Checks or audits were completed in respect of, medicines management, care plans health and safety and equality and diversity. These checks ensured people were cared for and supported in the way they chose themselves.

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