CQC is the independent regulator of all health and social care in England. We are given powers by the government to register, monitor and inspect all health and care services.

ACG CARE LTD

Trading Office

Inspection summary

CQC carried out an inspection of this care service on 14 November 2018 and 19 November 2018. 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

We carried out an announced inspection of Trading Office on 14 and 19 November 2018. This service provides care and support to people living in a supported living setting, so that they can live as independently as possible. People's care and housing are provided under separate contractual agreements. CQC does not regulate premises used for supported living; this inspection looked at people's personal care and support. This was the first inspection of the service since they registered with the Care Quality Commission (CQC).

The service had a registered manager. 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 legal requirements in the Health and Social Care Act 2008 and the associated regulations on how the service is managed.

The service was safe. Risks had been identified. Information and processes were in place on how to mitigate risks to ensure people received safe care. Staff were aware of how to identify abuse and knew who to report abuse to, both within and outside the organisation. Medicines were managed safely and people had been receiving their prescribed medicines. Staff told us they had time to provide person centred care and had enough staff to support people. There were systems in place to reduce the risk and spread of infection. Staff had been trained on infection control and knew how to ensure risks of infection were minimised when supporting people. Pre-employment checks had been carried out to make sure staff were suitable to care for people safely.

The service was effective. Staff had received training required to perform their roles effectively. People were cared for by staff who felt supported. Staff had received regular supervisions and told us that they were supported in their role. Staff knew the principles of the Mental Capacity Act 2005 (MCA) and requested people's consent prior to supporting them. People's care and support needs were assessed regularly for effective outcomes. The service worked with health professionals to ensure people were in the best of health.

The service was caring. People had a positive relationship with staff. People told us that staff were caring and their privacy and dignity were respected by staff. People were involved with making decisions about their care.

The service was responsive. Care plans were person centred and detailed people's preferences, interests, communication ability and support needs. People knew how to make complaints and staff were aware of how to manage complaints.

The service was well-led. Regular audits were being carried out. Staff told us the service was well-led. People's and staff feedback was sought through meetings and surveys.

Further information is in the detailed findings below.

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**