

Remaj Care Recruitment Services Limited

# Remaj Care

## Inspection summary

CQC carried out an inspection of this care service on 29 June 2022 and 30 June 2022. 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?	Requires Improvement	

### About the service

Remaj Care is a domiciliary care agency providing personal care and support to people living in their own houses and flats. At the time of our inspection there was one person using the service.

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

There were systems in place to monitor the quality and safety of the service. However, at the time of our inspection, these had not been implemented. The registered manager recognised checks needed to be undertaken to monitor the quality and safety of the service. We have made a recommendation about quality assurance management.

Risks to the person had been identified and management plans put in place to ensure staff knew how to support them. However, not all risks associated with the person's care and support and health conditions had been formally recorded. We have made a recommendation about the assessment and recording of risks.

People were kept safe from abuse and harm. Staff received safeguarding training and knew how to report any suspicions concerning abuse.

There was enough staff to meet the needs of the person. Relevant checks had been completed to ensure only suitable staff were employed.

Staff had not received formal one to one supervision or observations of their practice which helps providers to monitor staff performance and identify any learning needs. However, staff felt valued and well supported by the registered manager. We have made a recommendation about staff supervision and observations of staff practice.

Staff who supported the person knew them well. Feedback we received confirmed the person and their relative were happy with the staff that supported them. The person's privacy and dignity were respected, and they were encouraged to make choices and to maintain their independence.

The person's care plan had been developed in partnership with the person and their relative. However, the care plan did not always contain enough information and guidance to support staff to provide individualised person-centred care.

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.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

**Rating at last inspection**

This service was registered with us on 9 October 2018 and this is the first inspection.

**Why we inspected**

This was a planned inspection based on the length of time the service was registered and when they commenced providing a regulated activity.

You can ask your care service for the full report, or find it on our website at **[www.cqc.org.uk](http://www.cqc.org.uk)** or by telephoning **03000 616161**