



Initial Inspection Feedback Summary

Date of feedback	22 May 2019
Number of pages	1
Provider/Location:	Passion Homecare Ltd.
Date(s) of inspection:	21 and 22 May 2019
Type of inspection:	Planned Comprehensive
Name and role of person receiving feedback:	Beniyasi Muswe (NI)

Key Question	Key points of feedback
Well-led	Good range of policies and procedures in place and good level of details so staff can understand what they mean in practice. Policies also linked to the principles of MCA and referenced KLOEs appropriately.
Well-led	Positive feedback received from peoples relatives so far and also from staff.
Safe	Staff are recruited safely and all required documentation in place. Daily diary notes seen for JG correspond with tasks required but staff not always entering when insulin was offered - need to ensure these are always completed.
Well-led	Good use of Action Plan at end of each staff meeting ensuring accountability and timescales for implementation.
Caring	Would be useful to keep hold of any compliments cards received and to put date of receipt on them. Noted lots of positive comments clients and their relatives. Care plans are person centred and in keeping with principles of promoting independence.
Responsive	Complaints are monitored and responded to well with lessons learned being part of this process.
Well-led	Statutory notifications are being completed with a good level of detail.
Well-led	It would be informative to send staff questionnaires out as soon as possible and do this each year.
Regulation 20A	When the final CQC report is published you will need to ensure there is a clear link to it on the Passion Homecare website. This must: a] be legible, b] be displayed conspicuously in a place which is accessible to service users, and c] for each rating shown, show the date on which it was given by the Commission. From < https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20a-requirement-display-performance#full-regulation >

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Lead Inspector Signature	Lead Inspector Name	Recipient Signature
	John Almond	

Disclaimer - This written summary is provisional. The inspection report may refer to additional matters. Further analysis and consideration of the available evidence will be undertaken before our final judgements and ratings are made. Any regulatory or enforcement action will be undertaken in accordance with relevant published policies and procedures and will not be included in this summary.

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