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**Care Quality
Commission**

The independent regulator of health and social care in England

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Cmichaels Healthcare Good

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Overview and CQC Inspections

<div style="background-color: #006633; color: white; padding: 10px; text-align: center;"> <h2>Overall Good</h2> <p>Read overall summary</p> </div>	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Our inspector's description of this service

Last updated 13 March 2020

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and

regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection team consisted of one inspector.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided. The registered manager was unavailable during the inspection period.

Notice of inspection

We gave the service 48 hours' notice of the inspection visit because it is small and the management team is often out of the office supporting staff or providing care. We needed to be sure that they would be in.

Inspection activity started on 17 February and ended on 18 February 2020. We visited the office location on 17 February 2020.

What we did before the inspection

We reviewed information we had received about the service since its registration. We sought feedback from the local authority. The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We reviewed a range of records. This included three people's care records to see how their care and treatment was planned and delivered. Other records looked at included two recruitment files to check suitable staff members were recruited and received appropriate training. We also looked at records relating to the management of the service. We spoke with the director and the compliance manager.

After the inspection

We contacted people and their relatives by telephone on 18 February 2019 and spoke with three relatives to gather their views on the service being delivered. We also spoke with three care staff.

Latest inspection: 17 February 2020

Report published: 13 March 2020

- Download CQC inspection report PDF [https://www.cqc.org.uk/sites/default/files/new_reports/INS2-8399490301.pdf] 86.69 KB (opens in a new tab)
- All reports

Who runs this service

Cmichaels Healthcare is run by Cmichaels Healthcare Ltd

Mr Daniel Daka

Registered Manager

Mrs Nellie Madanhi

Nominated individual

Type of service

Homecare agencies

Specialisms/services

Dementia, Eating disorders, Learning disabilities, Mental health conditions, Personal care, Physical disabilities, Caring for children (0 - 18yrs), Caring for adults under 65 yrs, Caring for adults over 65 yrs

If you're the provider who runs this service:

- About your profile
- Put this information on your website
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Similar services in this area...

Midlands Medicare Agency Ltd
In West Midlands, B12 0NL
NDH Care Ltd
In West Midlands, B12 0NL
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In West Midlands, B12 0LD

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Inspection Summary

Overall summary & rating

Good

Updated 13 March 2020

About the service

Cmichaels Healthcare is a small domiciliary care agency registered to provide personal care to people living in their own homes. The agency currently provides a service for people discharged from hospital and supported with end of life care. The service is also registered to provide a service for older people, people

living with dementia, younger adults, children 13 to 18, learning disability and mental health. At the time of the inspection the service supported seven people.

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

People were supported by staff that were caring, compassionate and treated them with dignity and respect. Any concerns or worries were listened and responded to and used as opportunities to improve.

People received person centred care and support based on their individual needs and preferences. Staff were aware of people's life histories and individual preferences. They used this information to develop positive, meaningful relationships with people. Staff were very knowledgeable about people's changing needs.

Relatives told us people were well cared for by staff who treated them with respect and dignity and encouraged them to maintain relationships and keep their independence for as long as possible. People were supported by staff who had the skills and knowledge to meet their needs.

Staff liaised with other health care professionals to ensure people's safety and meet their health needs.

Where people lacked capacity, 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.

Staff spoke positively about working for the provider. They felt well supported and that they could talk to management at any time, feeling confident any concerns would be acted on promptly. They felt valued and happy in their role.

Management worked well to lead the staff team in their roles and ensure people received a good service. Audits were completed by management to check the quality and safety of the service.

Rating at last inspection: The last rating for this service was requires improvement (published 20 February 2019). We found the service was in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected: This was a planned inspection based on the previous rating.

Follow up: We will continue to monitor intelligence we receive about the service until we return to visit as per our re-inspection programme. If any concerning information is received, we may inspect sooner.

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

Inspection report

Download full report

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[https://www.cqc.org.uk/sites/default/files/new_reports/INS2-8399490301.pdf]

Inspection areas

Safe

Good 

Updated 13 March 2020

The service was safe.

Details are in our safe findings below.

Inspection report

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Effective

Good 

Updated 13 March 2020

The service was effective.

Details are in our effective findings below.

Inspection report

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Caring

Good 

Updated 13 March 2020

The service was caring.

Details are in our caring findings below.

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Responsive

Good 

Updated 13 March 2020

The service was responsive.

Details are in our responsive findings below.

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Well-led

Good 

Updated 13 March 2020

The service was well-led.

Details are in our well-led findings below.

Inspection report**Download full report**

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