# What we think about FDR Social Care

## Easy read report summary

Please print each page on one side of paper

**Address:**

Unit 5A Barratt House

Kingsthorpe Road

Northampton

NN2 6EZ

**Telephone number:**

01604946310

**Website:**

http://www.fdrsocialcare.co.uk

This service is an agency who gives care in people's own homes.

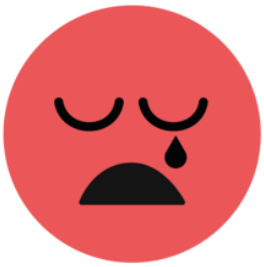
## About the Care Quality Commission

The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

## What we think about this service

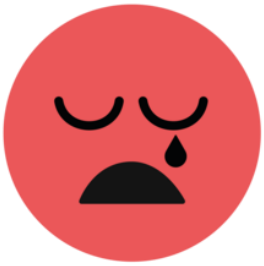
We checked this service on

**15 March 2023**



We think this service is inadequate (meaning very poor).

# 1. Is the service safe?



For the question, ‘Is the service safe?’, we think this service is inadequate (meaning very poor).

Staff had not always been recruited safely.

People were not always safe because staff did not know how to keep them safe from danger.

Medicine records were not always correct.

## 2. Is the service effective?

For the question, ‘Is the service effective?’, which means does it do its job well, we think this service requires improvement (meaning it needs to get better).

People got medical help when they needed it, but staff did not always know how to support them.

Staff did not always had the right skills and training to support people.

Staff asked people for consent before supporting them.

## 3. Is the service caring?

For the question, ‘Is the service caring?’, which means does it support and respect people, we think this service is good.

People were not always supported by staff who respected their dignity.

People were not always supported by staff who respected their privacy.

People’s diverse needs were not always met.

# 4. Is the service responsive?

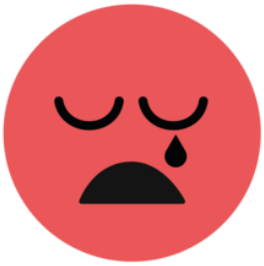
For the question, ‘Is the service responsive?’, which means does it meet people’s needs, we think this service requires improvement (meaning it needs to get better.

Sometimes, people did not get person-centred care, because staff did not know how they wanted their care to be given.

People could complain, however records were not always clear on improvements made.

People could make choices about their end of life care.

# 5. Is the service well-led?



For the question, ‘Is the service well-led?’, which means do managers run the service well, we think this service is inadequate (meaning very poor).

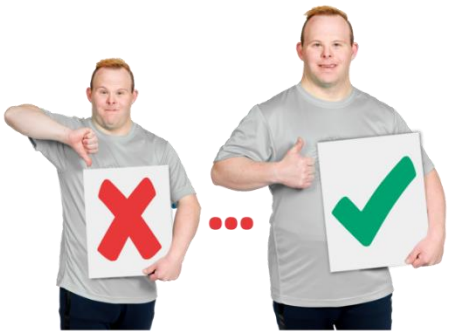
The manager did not always ensure the culture of the service was person centred.

The manager did not make regular checks to make sure people are kept safe.

People did not have their views recorded or acted upon.

The service did not always work well with other organisations.

# What happens next?



We have asked this service to make changes and to tell us when they will do this.

We will go back to check this service in the next 6 months.

# How to contact CQC

If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**

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