

## Monitoring Summary Record

**Astar Homecare Ltd**

**1-3883495449**

### **Location / Core Service address**

Astar Homecare Ltd  
Suite 1-1A, The Causeway  
Great Horkesley  
Colchester  
CO6 4EJ

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 15/08/2023.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our Monitoring Approach 22/23 and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring activity. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

This summary record outlines what we found as a result of our monitoring activity:

This is a summarised conversation that took place during a monitoring call on 15 August 2023 with the Registered Manager/Provider of Astar Homecare Ltd and an Inspector from the National Direct Monitoring Approach Team.

You confirmed that there had been no recent safeguarding concerns. You told us that staff receive training on safeguarding people from harm during their induction with annual refresher sessions in place. You explained that staff knowledge is monitored with scenarios presented to them during spot checks and supervisions and every member of staff has a handbook containing referral pathways.

You explained that you meet with the person prior to commencing care to understand their needs and complete risk assessments. You said there are regular risk and care reviews and changes can be relayed to staff immediately via the electronic care plan system. You confirmed that you keep a log of accidents and incidents, audit them monthly to identify trends, and refer people when required, for appropriate support.

You said your staffing levels are good and you have constant recruitment in place to enable growth of the business. You explained that you do not accept any new care packages unless you are confident that you have the resources to support the person safely. If you have any shortfalls on the rota, you said, either yourself or the office team will cover them and have had no missed calls. We completed the Workforce survey to reflect your positive responses.

You confirmed that staff administer medicines after successfully completing training and you monitor their competency six times a year. You explained that you only administer from blister packs and staff are unable to log out of their call unless all tasks, including medicines, are completed. You told us that you are able to monitor medicines, 'live', complete monthly audits and have had no errors.

You explained that some of the people you are caring for have fluctuating capacity. You said that one person's mental capacity is declining, and you feel they need more support than they are currently receiving so have contacted a social worker for their involvement.

You said you assure yourself that people receive the care that they and you would wish by completing spot checks, observations and regularly speaking with people to ensure they are happy. You explained that you spend time with people during their initial assessment to compile a care plan that suits their needs and preferences. You confirmed that you have supported people at the end of their lives in the past and have a single point of contact in place to ensure that appropriate support can be arranged as quickly as possible when that time comes.

You confirmed that you are confident that your quality and safety monitoring is robust and provided examples of actions you had taken to improve when shortfalls had been identified. These included, consistent refusal of personal care by one person, which you managed by changing their visit time and fuel cards and electric bikes for staff to reflect their financial challenges regarding travel. You said that you are able to track staff whereabouts to monitor their visit times and for their personal safety.

You explained that people and staff are given regular opportunities to share their views with quality assurance surveys, individual conversations, and meetings. You shared feedback summaries from people and staff after our call.