

## **TLC Homecare Ltd – Statement on published rating**

TLC Homecare has provided services in Barnsley and across South and West Yorkshire for 22 years. We currently support more than 600 people to live independently at home. Our most recent service user survey (December 2017) showed that 97% of our service users are satisfied or extremely satisfied with their service and would recommend TLC Homecare.

In 2016 TLC Homecare was inspected by CQC for the first time under the new inspection regime and received a 'Requires Improvement' rating. Prior to this inspection TLC had consistently met or exceeded regulatory requirements, achieving Excellent, 3 star ratings on previous inspections. Our management team took immediate action to address the areas of improvement identified within the report and we committed fully to a quality improvement plan containing a range of actions including recruitment of a new Registered Manager, re-development of our care planning and assessment documentation, recruitment of a team of Assessment & Review Officer and developing a new programme of auditing and assessing quality in our services.

We are therefore very disappointed to receive an overall 'Requires Improvement' rating for our 2017 inspection and do not feel that this is a fair reflection of the progress the service has made over the past 18 months or the quality of services being delivered.

The report is overwhelmingly positive and acknowledges much of the work that has been done to improve and develop our services. It contains excellent feedback from service users, staff and other professionals including comments such as, "they are brilliant, they go above and beyond what is necessary", "I have nothing but praise for them and it is a privilege to have them in our home".

TLC Homecare is contractually obliged to work to the, 'Barnsley Health & Social Care Medication Guidelines' produced by the CCG and Local Authority for our Barnsley based services. Under these guidelines pharmacists are responsible for providing detailed medication plans for each service user and providing updating plans if medication changes. It is apparent that this has not been happening consistently and some have not been updated accurately. TLC have received a 'Requires Improvement' rating under Safe due to some medication records not being fully accurate.

The Well-led section of the report, like the rest of the report, contains lots of positive feedback with recognition of the work that has been done to ensure oversight of the quality and safety of our service and the introduction of our new vision and values.

However, to date we have been unable to influence the processes outside of our direct control but necessary for up to date medication records. We have therefore received a 'Requires Improvement' rating in this area too. This has meant an overall 'Requires Improvement' rating for the service.

We welcome feedback from our service users, those who commission and inspect or are otherwise affected by our service users, we see this as an opportunity to further improve our services.

We have taken immediate action to rectify the issue identified during our CQC inspection and have reviewed the contractual medication policy with relevant external colleagues to provide a solution for all contracted providers affected by this. We have also introduced processes and documentation used elsewhere by TLC Homecare to ensure all service users have an up to date medication plan in place.

We are confident that our next inspection will result in an overall Good rating.

We would encourage our staff, service users or those who might be considering using our services to read the full report for a true understanding of the quality of services provided by TLC Homecare.

Our teams continue to work extremely hard to deliver excellent services and skilled care to each individual service user and our staff should be very proud to be part of a service that is described by our service users in the following way: “we are more than satisfied with the service – can’t speak highly enough of them. It is a superb service”.

TLC Homecare Ltd is a trading division of Optimo Care Group Ltd. Optimo provides services across the North of England and currently has five registered services.

This is the only service with a rating of “requires improvement”.