

## Monitoring Summary Record

**Kindred Community Ltd**

**1-12069341082**

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

Kindred Community Ltd  
iSupport Virtual Offices  
49 Station Road  
Polegate  
BN26 6EA

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 14/07/2022.

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 21/22 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:

We spoke with the manager on 14 July 2022.

You told us staff have access to PPE and told us in a follow up e-mail that staff use your Unique Organisational Number (UON) to log the result of their LFD Covid test result. We highlighted to you the need for staff to test twice a week, rather than once a week, and sent you a link to the current government guidance for staff working in adult social care.

You described how you are continually assessing and managing risks to people's safety and wellbeing. You told us staff complete training on safeguarding and that

issues relating to safeguarding are discussed at meetings. You gave an example of the actions you had taken in response to a safeguarding concern you have recently identified and explained you had gained the consent of the person involved to raise the concern with the local authority safeguarding team. You also told us you would submit a statutory notification to inform us of this.

You described to us the assessment procedure you followed which included a '360 approach' to assessing the person's clinical needs, emotional well-being, likes and dislikes. You told us the care plans and risk assessments are revisited and reviewed frequently to make sure they remain person centred and accurately reflect people's needs and wishes. You told us you have a system for recording accidents and incidents and that you review these records to make sure actions have been taken to reduce the risk of re-occurrence and monitor for themes and trends.

You explained you were assured staff were recruited safely and told us staff completed training to meet the needs of people they support. You told us staff that administer medicines are trained to do so; their competencies had been assessed and that medication audits are completed on a regular basis.

You told us people's capacity is assessed as part of their initial assessment and kept under review. You explained you follow the best interest decision making process if people lack capacity to make specific decisions in conjunction with their representatives.

You told us you were not currently providing anyone with end of life care, but you work with people and their loved ones to compile end of life care plans which reflected their wishes on death and dying should the need arise. You explained you would work alongside partner agencies who specialise in palliative care who can contact for advice when you need to.

You told us how your governance framework ensures that your responsibilities are clear, and that quality performance, risks, and regulatory requirements are managed. You told us you have regular meetings with your business partner to make sure any issues arising are discussed and information is shared with the relevant staff. You explained you were not entirely happy with the audits you were using and were introducing a new system which you feel will help improve the oversight of the safety and quality of the service people receive.

You told us you obtain feedback from people in a number of ways including meetings with people and their relatives and surveys. You told us you listen to people's views and the feedback we received from relatives and professionals about the quality, safety and management of the service was extremely positive.