

Leicester Home Care Provider Rated ‘Requires Improvement’ After Latest Inspection

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A Leicester-based home care provider has been given a “requires improvement” rating following a recent inspection by the Care Quality Commission (CQC), the independent regulator of health and social care services in England. The assessment, conducted in May, highlighted key issues in governance and safety that led to the second-lowest possible rating for the provider.

Diversity Social Care Ltd, located on London Road in Leicester, delivers at-home care services to a range of individuals, including older adults, people with physical and learning disabilities, individuals living with dementia, and children with additional care needs. At the time of inspection, the provider was supporting 14 clients.

The CQC evaluated the service across five key criteria: safety, effectiveness, care, responsiveness, and leadership. While three of these effective, caring, and responsive were rated 'good', the service received a downgraded rating of 'requires improvement' for both safety and leadership. Overall, this resulted in a cumulative "requires improvement" rating.

Inspectors identified a breach in the regulation of good governance. According to the report, although some improvements had been made since the previous review, the provider lacked a structured system to ensure ongoing and consistent enhancements in care quality. Documentation and risk assessments were among the primary concerns. Risk-related records were sometimes incomplete or outdated, and there was a notable absence of formal protocols for certain healthcare tasks, including invasive procedures such as bowel care. This lack of guidance raised concerns around potential infection risks and safe care practices.

The CQC also found that care plans were not consistently updated or accurate. In some cases, service users and their families were unaware of any formal care plan in place through Diversity Social Care Ltd, instead relying on plans from other agencies, such as those created by the local authority. Inspectors noted that limited internal audits and checks were being carried out, leaving the provider without a clear overview of areas needing attention or improvement.

Despite these shortcomings, the report acknowledged several positive aspects. The service maintained adequate staffing levels, employing qualified and experienced personnel who received regular training and supervision. Feedback from clients and their families was largely positive. Many praised the reliability and professionalism of the staff. One service user was quoted in the report as saying: "My career is very good, very respectful. Anything that I ask them to do, they will do it. I trust them completely."

Staff were commended for forming strong, trusting relationships with those they support, with clients expressing confidence in the quality of care they received. The CQC highlighted that care was typically delivered on time and with consistency, contributing to an overall sense of safety and satisfaction among service users.

LeicestershireLive contacted Diversity Social Care Ltd for a response to the inspection findings. A spokesperson for the company stated that they were still reviewing the outcome of the report.

The CQC's findings underscore the importance of robust governance and risk management practices within care services, particularly when providing support to vulnerable individuals. While positive relationships and competent staff form the foundation of good care, ensuring that systems are in place to manage risks effectively remains crucial for maintaining and improving service standards.