



Care Inspectorate Wales

Care Standards Act 2000

Inspection Report

Right at Home Swansea

Swansea

Type of Inspection – Post Registration - Full
Date(s) of inspection – Friday, 25 May 2018
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Summary

About the service

Right at Home Swansea provides domiciliary care and support to people predominantly in the Swansea district but extends to Neath Port Talbot and Llanelli. The provider is Adult Home Care Ltd. A nominated responsible individual is in place and the manager, with responsibility for the day to day running of the agency, is Emma Lewis.

The agency was registered with Care and Social Services Inspectorate Wales (CSSIW) in December 2017 to provide care to adults over the age of 18 years.

What type of inspection was carried out?

This was a full, unannounced post-registration inspection undertaken as part of our inspection programme.

The following methods were used:

- We, Care Inspectorate Wales (CIW) visited the agency on 31 May 2018.
- We spoke with the manager and with the Responsible Individual.
- We spoke with three care workers.
- We spoke with three people using the service.
- We spoke with one family member.
- We looked at three care files.
- We looked at three staff files.
- We looked at sample of records and documents. We looked at staff recruitment, training and supervision, staff rotas, the Statement of Purpose and a selection of policies and procedures such as whistleblowing, safeguarding, medication and complaints.

What does the service do well?

The service provides tailored, person centred care and support to people. People are consulted about how they would like to receive their care and support and care staff offer this in an informed and unhurried manner. People are supported by staff who feel valued by the management team and who are enthusiastic and committed to improving the lives of the people they care for.

What has improved since the last inspection?

This was the first inspection post-registration.

What needs to be done to improve the service?

No areas of non-compliance were noted at this inspection and no recommendations were made.

Quality Of Life

People using the service are well cared for and their individual health, social and welfare needs are met in a person centred way.

People using the service can be confident that their individual care needs, wishes and preferences are incorporated in their service delivery plan. Service delivery plans are person centred and provided evidence that people had been spoken with in relation to their preferences for when, and how, care and support was delivered. People had signed an 'agreement for supply of care' form which indicated their agreement to and involvement in their plans of care and the outcomes identified. We saw from reading care plans, daily records and care plan reviews that people's particular wishes in relation to personal care were followed by staff to meet their individual needs. We saw good information relating to people's likes and preferences and a detailed overview of each individual person, including their hobbies and interests and people who were important or significant to them. People receiving services from the agency are therefore provided with opportunities to make their own decisions about, and to influence, the level of care and support they want to receive.

People told us that they were very pleased with the care they receive. We were told that care workers are always polite and sensitive whilst carrying out personal care and support to people. People, and their relatives, told us that care workers never rush and always take time to ensure that people are happy with the way in which their care and support is being offered. One person told us that *"staff are very reliable, I have formed a good relationship with the staff who come to me"*. Another person said *"I am very happy indeed, the service is second to none"*. We saw an email from a family member which stated that the family are *"really happy with the way things are"*. This indicated that people receive the right care, at the right time and in the way they want it.

People are assisted to make their own decisions, have control over their own lives and are supported to maximise their independence in accordance with their service delivery plan. Individual plans documented people's interests, activities and social interactions. Service delivery plans promoted people's ability to make choices and to be independent. We saw prompts within the plans, such as *"ask Mrs X what clothes she would like to wear"* and Mrs Y *"can manage certain items of clothing herself"*. Care workers we spoke with focused on what was important to people, enabling them to achieve personal goals and were knowledgeable about their role in enabling choice. People told us that care workers spend time talking to them about how they would like things to be done and we saw that care plans included comments such as *"utilize any time left within call time to sit and have a chat with X about her interests and experiences"*. People can therefore be assured that they will be supported to maintain control over their lives and to be as independent as possible.

Quality Of Staffing

People can be assured that staff at the agency have the skills and competence required to meet their care needs. The manager for the service told us that all care workers underwent a thorough induction programme and training specific to the needs of the people they would be providing care and support to. All new staff members had a probationary period of at least three months, which could be extended if necessary. New members of care staff would 'shadow' more experienced staff members. We saw evidence of staff induction in the files we looked at. The induction process had been overseen and signed at appropriate intervals and had been signed off by the manager on completion. We saw from the agency's training matrix that training in all mandatory areas had been undertaken and that more specialist training had also been accessed in order to meet the specific needs of people using the service. This included Person Centred Handling, Emergency First Aid at Work and Safeguarding Adults. We spoke with three care workers who all confirmed that they felt they had received sufficient training to undertake their role competently. The manager continually monitored staff competency following their training to ensure that they continued to meet people's needs effectively. Care workers confirmed that they felt able to request any additional training which they might need and that the manager and responsible individual would accommodate this whenever possible. We saw that key policies and procedures were contained in individual staff files, for example, Moving and Handling, Maintaining Records in Service User's Homes and Absence and Sickness Policies and Procedures, together with the appropriate job description, in order to ensure that all care workers are familiar with them. The manager told us that when a new policy or procedure is introduced or updated staff are required to read them and to sign to demonstrate that they have done so.

People benefit from a service where the staff team is supported. This is because care workers receive regular formal supervision and an annual appraisal. Staff files and discussions with care workers confirmed that all had received regular supervision of a high standard. Staff supervision records showed that operational issues, the ethos of the agency and the personal and professional development of staff were discussed and considered at these sessions. All staff spoken with were complementary of the support provided by the manager and responsible individual. Staff told us that they felt that the staff group as a whole was very supportive of one another and of the manager. Team meetings were held regularly, minutes of which were seen. Staff clearly felt able to raise any issues which they wished to discuss at these meetings and they were an effective forum for the sharing of information and ideas. The minutes also indicated that staff felt that they could contribute to the running of the organisation in a meaningful way.

People can be confident that they are protected from harm and are cared for by staff who have been safely recruited to the agency. We saw that all the required checks had been carried out and that any gaps in employment history were fully explored. All care staff had undertaken training in Adult Protection. People's right to privacy and confidentiality is respected as their individual care files were stored securely at their home and within the agency's premises.

Quality Of Leadership and Management

Current and potential service users and their relatives or representatives are provided with, and have access to, comprehensive information about the service so that they can make informed decisions about whether the agency is able to meet their specific needs. The purpose and aims of the service are made clear to people through the agency's Statement of Purpose. We saw that the Statement of Purpose was up to date, well presented and contained the required information.

People who use the service receive a consistent, well managed and planned service. There were clear lines of accountability within the service. We met with the responsible individual and with the manager, both of whom described a very positive working relationship. They are very present, both within the agency office and to people using the service and to family members. People and their families consistently commented on how approachable the management are and said that they would have no hesitation in approaching either the manager or responsible individual with any issues, ideas or comments which they might have. They were aware of how to make contact with the manager and the responsible individual and also of how to complain if they needed to. No formal complaints had been received at the time of inspection. Care workers told us that they were familiar with the manager and the responsible individual and knew who to contact should they need any advice or support. All care workers spoken with were very complementary about the support provided by the manager and by the agency as a whole. One care worker said *"I am very pleased with the agency. The responsible individual goes the extra two miles"*. Another said *"This is my dream job. I have nothing but good to say about the manager and responsible individual. I am kept well informed and supported"*.

At the time of inspection the agency had in place six care workers and eight service users. Both the manager and responsible individual described a commitment to the steady growth of the service and to ensuring that all practices and procedures were working well. The responsible individual outlined how he envisaged the agency might develop in the future. The agency had been registered since December 2017 and the manager was, at the time of inspection, in the process of gathering information for the first annual quality of care report. Questionnaires had been developed for people who use the service, their relatives or representatives, relevant professionals and for staff members. The responsible individual and manager had frequent discussions with relevant people in order to gain feedback on, and to review, the service. The agency had achieved the Top 20 Home Care Providers Wales 2018 Award which highlights the most recommended Home Care Providers in each region of the UK. This demonstrates that the agency is planning for the on-going operation and stability of the service.

People can be confident that their rights, health and best interests are safeguarded by robust policies and procedures which are consistently implemented and constantly monitored by the agency. We saw that the agency's policies and procedures were readily accessible to staff. When changes are made to existing policies and procedures, or new ones introduced, care workers are required to read them and to sign to demonstrate that they have done so. The manager described how she discusses both new and existing policies and procedures with staff in order to ensure that they have a good working awareness and understanding of them.

Quality Of The Environment

This theme is not considered during inspections of domiciliary care services.

How we inspect and report on services

We conduct two types of inspection; baseline and focused. Both consider the experience of people using services.

- **Baseline inspections** assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

- **Focused inspections** consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focused inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focused inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

We inspect and report our findings under 'Quality Themes'. Those relevant to each type of service are referred to within our inspection reports.

Further information about what we do can be found in our leaflet 'Improving Care and Social Services in Wales'. You can download this from our website, [Improving Care and Social Services in Wales](#) or ask us to send you a copy by contacting us.