



## Inspection Report on

**SunCare Home Care Ltd**

**The Old Surgery  
The Meads  
Kington  
HR5 3DQ**

**Date Inspection Completed**

24/07/2019

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## **Description of the service**

SunCare Homecare Limited is a domiciliary support service located in Kington in Herefordshire. It is registered with the Care Inspectorate Wales (CIW) to provide care and support to people living in Powys. The agency is also registered with the Care Quality Commission to provide services in England. Carole Barnes is both the responsible individual (RI) and the manager of the agency and is registered with Social Care Wales (SCW).

## **Summary of our findings**

### **1. Overall assessment**

We found that people supported by SunCare Home Care receive a good service. They are supported by well trained, caring and competent staff who want to make a positive difference to people's lives. They are able to express how they feel about the service and are involved in making decisions about how they want to be supported. The management team create a positive ethos and culture whereby people and staff feel valued. They are committed to reviewing the standards of care for the continued development and improvement of the service.

### **2. Improvement**

This was the first inspection of this service since it was registered under the new Registration and Inspection of Social Care Wales Act 2016 (RISCA).

### **3. Requirements and recommendations**

Section five of this report sets out our recommendations to improve the service.

# 1. Well-being

## Our findings

People have control over their day to day lives. They told us they were involved in planning and reviewing how their care and support was provided and that their preferences in relation to what worked for them and what was important to them were considered and respected by staff. Information was available in a format people understood and if requested, could be translated into Welsh. The RI told us they would not be able to provide support to people who wanted their service in Welsh, however, some staff members had shown an interest in learning the language. There were opportunities for people to formally and informally express their views and opinions on the service. Documents reviewed confirmed this, as did discussion with people we spoke with. Personal information about people was held securely. We conclude that people benefit from a service where their individual rights are promoted.

The provider promotes people's physical and emotional needs. The management had a system in place which allowed for changes in people's care needs to be communicated quickly to staff involved in people's care. Staff were trained and competent to support people to manage their medication and there was evidence the service contacted health and social care professionals when this was required. Staff had training to make sure they had the skills to support people effectively. This was demonstrated through the positive responses we had from people about the staff who provided their support and through records we viewed. They told us that generally, they were supported by staff who were familiar to them, giving them confidence that staff understood their needs and preferences. We conclude that systems are in place to help people to get the right care and support when they need it and to remain as healthy as they can be.

People are safe and as far as possible protected from abuse. They enjoy good relationships with people supporting them. The management had good processes in place to ensure staff were suitably recruited. Staff spoken with were aware of their responsibilities to keep people safe and records confirmed they had relevant training. Administration systems were well organized, with policies and procedures reviewed regularly and updates communicated to the staff. Care records were detailed and updated regularly to make sure staff had the right information. People told us they knew in advance who was coming to support them on each visit. Records reviewed confirmed this. People expressed confidence in the agency to provide the right level of support to keep people safe. This was demonstrated through discussion with people and their families. Systems were in place for people to raise a concern if they wanted to. People who had, told us they received a prompt response. We conclude that systems are in place to help keep people as safe as they can be.

## 2. Care and Support

### Our findings

Staff are informed and clear about how to care for people they support. People's needs were assessed prior to the service commencing to make sure the agency could safely support them. Care records including risk assessments were held electronically and password protected with access to authorised personnel only. Information available for staff included people's likes and preferences and details about how they wanted their needs to be met. We spoke to a person who told us how important it was to them that staff knew their needs and how they wanted to be supported. They said that "*in the main, carers are excellent*". Staff told us that knowing people's preferences helped them to make sure people had the care they wanted. Care notes were inputted directly onto the electronic system following each visit. Message groups were set up amongst the carers ensuring they were aware of any changes to people's needs before each visit. This was confirmed in records we viewed and from speaking to staff. Family members who had access to the electronic records told us they liked this system with one saying it gave them peace of mind when they were not with their relative. Another said staff always informed them of any changes and told us that their relative was "*well looked after*", and they felt "*very well supported...feel comfortable with the care*". Records showed care and support was reviewed regularly. This was confirmed by people using the service who told us that as far as possible, they or their family were involved in this process. Personal records reviewed contained instructions for staff in line with health professional's assessments and recommendations. Staff supported people to manage their medicines. They confirmed they had access to the medication policy, had training and their competency was regularly assessed. Documentation reviewed confirmed this. We conclude people are provided with care and support in line with their wishes.

The provider has systems in place to safeguard people receiving a service. Training records we reviewed showed staff had the opportunity to attend training including safeguarding vulnerable adults, mental capacity and deprivation of liberty safeguards (DoLS). This was confirmed by staff spoken with who when asked to tell us the process they would follow if they had any concerns for people's safety, were able to do so confidently. Policies were in place to support the day to day running of the agency and included safeguarding and whistle blowing. The manager told us staff were given the policies on induction and when any policy was updated. We found that as far as possible, the management arrangements in place help to safeguarding people using the service.

### 3. Leadership and Management

#### Our findings

Systems are in place to assess and monitor the quality of the service people receive. We saw documentary evidence that the RI monitors the service on a regular basis. This involved auditing areas such as accident/incidents and safeguarding, as well as areas of staff management including recruitment and training. People using the service were contacted as part of this monitoring and confirmed this when we spoke to them. One person clearly valued being able to say what the service was like for them and said *"I am able to put my points forward, makes me feel part of the 'unit'"*. Staff views were sought in various ways including staff meetings and supervision. The manager told us they encouraged staff to come into the office to discuss any issues they had with them. Staff confirmed this and said they felt very well supported by the management team. Spot checks of staff practice in people's homes were carried out as another way to monitor the service delivered. People we spoke to confirmed this and told us staff were reliable and, as far as possible, kept to the times of the agreed care visits. We found the RI to be very responsive to suggestions we made during our visits and actioned them immediately demonstrating their commitment to continually developing and improving the service. Information on how to raise a concern was in the service's Statement of Purpose (SOP), the guide to the service and there was a complaints policy. People we spoke with knew how to raise concerns and told us when they had, they were addressed promptly. Records we saw confirmed this with outcomes were clearly recorded. Compliments were also recorded. We saw one praising a staff member for handling a difficult situation well. People's views are sought about the quality of the service delivered demonstrating the provider's commitment to constant improvement.

Staff are skilled and supported to undertake their roles. We looked at two staff files which contained all the required information including Disclosure Barring Service (DBS) check and references. Records showed staff had regular supervision and appraisals. Staff spoken to confirmed this. They told us they had sufficient time to travel between calls and the work rotas were arranged in a way to ensure they had a good work life balance. Training records evidenced training in areas including manual handling, hand hygiene, first aid and dementia. Staff told us training opportunities were good and that the RI supported staff development by encouraging them to attend relevant courses they showed an interest in. They said the management team were always available for support and were approachable. People benefit from a service where staff are well led and trained appropriately.

## **4. Improvements required and recommended following this inspection**

### **4.1 Areas of non compliance from previous inspections**

This was the first inspection of the service since it was re-registered under The Regulation and Inspection of Social Care (Wales) Act 2016.

### **4.2 Recommendations for improvement**

Recommendations made during this inspection were acted on immediately by the provider demonstrating their commitment to the continued development and improvement of the service.

## 5. How we undertook this inspection

This was a full inspection undertaken as part of our inspection programme. We made two announced visits to the registered office on 17 July 2017 between 9:25 and 16:40 and 24 July 2019 between 14:15 and 15:40.

The following methods were used:

- We spoke with people who use the service, two relatives and three members of staff.
- We sought the views of people who commission the service.
- We looked at a wide range of records including staff recruitment and training, complaints and compliments, quality assurance information and two peoples' case records.
- We reviewed the Statement of Purpose and compared it with the service we observed. The SOP sets out the vision for the service and demonstrates how, particularly through the levels and training of staff, and so on, the service will promote the best possible outcomes for the people they care for.

We are committed to prompting and upholding the rights of people who use care and support services. In undertaking this inspection we actively sought to uphold people's legal human rights.

<https://careinspectorate.wales/sites/default/files/201804/180409humanrights.pdf>

Further information about what we do can be found on our website:

[www.careinspectorate.wales](http://www.careinspectorate.wales)



## About the service

<b>Type of care provided</b>	<b>Domiciliary Support Service</b>
<b>Service Provider</b>	<b>SunCare Home Care Ltd</b>
<b>Manager</b>	<b>Carole Barnes</b>
<b>Date of previous Care Inspectorate Wales inspection</b>	<b>This was the first inspection of the service since it was re-registered under The Regulation and Inspection of Social Care (Wales) Act 2016.</b>
<b>Dates of this Inspection visit(s)</b>	<b>17 July 2019 and 24 July 2019</b>
<b>Operating Language of the service</b>	<b>English</b>
<b>Does this service provide the Welsh Language active offer?</b>	<b>No but some staff expressed an interest in learning the Welsh language to ensure they are working towards providing a service in Welsh to people who want it.</b>
<b>Additional Information:</b>	

**Date Published 28/08/2019**