



**Care Inspectorate Wales**

**Care Standards Act 2000**

# **Inspection Report**

**ProCare Wales Ltd**

**Rhyl**

**Type of Inspection – Full**

**Date(s) of inspection – 14 August 2018**

**Date of publication – 22 October 2018**

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## Summary

### About the service

Procure Wales Limited is registered with Care Inspectorate Wales, (CIW), to provide community based, supported living to people with a learning disability, physical disability, sensory loss/impairment, children and families. The agency provides 24 hour support to people living in community projects in Conwy and Denbighshire. The company has nominated a person to represent them and the manager is Carol Davies.

### What type of inspection was carried out?

We, CIW, undertook this unannounced inspection as part of our part of our planned inspection programme. We visited the agency's office on 14 August 2018 between 9.25a.m. and 1.00 p.m. We also visited two community living projects as part of the inspection on 10 September 2018.

The following methods were used to gather information;

- We spoke with the manager, four staff and three people using the service.
- We looked at a sample of records in relation to people using the service, including service delivery plans.
- We looked at records related to staff recruitment, training and support.
- We reviewed the Statement of Purpose, Service User Guide, Quality of Care Report and a sample of policies and procedures.

### What does the service do well?

The agency promotes people's right to live as independently as possible and enables people to be able to make their own choices.

### What has improved since the last inspection?

The Statement of Purpose, Service User Guide and medication policy have been reviewed and updated.

Information is provided about how the agency will meet people's Welsh cultural needs.

### What needs to be done to improve the service?

The following areas are noted to need improvement to fully met the regulations and improve practice;

- Staff must complete a structured, 12-week induction training course in line with guidance published by Social Care Wales.

- The manager should be included on the training record.
- The Quality of Care report must be reviewed to make sure it does not include information that may identify people using the service.
- Information about complaints must be reviewed to make sure it includes the correct timescale of 14 days within which a complaint will be investigated. It must include the contact details of the local Authority, local government ombudsman and make it clear that whilst people can contact CIW, we are unable to investigate individual complaints.
- The safeguarding policy must include the contact details of the local safeguarding team and CIW. It must include specific instructions for staff to follow when reporting allegations of abuse including contacting outside agencies if necessary.

## Quality Of Life

Overall, people receive a good standard of service which supports them to make choices and live independent lives. Records are well kept and provide staff with information and guidance to be able to meet the needs and expectations of people they support in line with good practice.

People are supported to be as independent as possible. Records were person centred and included details about individuals, their needs, any risks, and provided staff with information and guidance about how these should be met. Plans identified goals for individuals and detailed how people were supported to learn new skills. Care and support is provided in a way that maximises people's choices and independence and includes opportunities for them to participate in community based activities.

Measures are in place to support people with their healthcare needs. Records included details about how people were supported to access medical and healthcare professionals promptly whenever necessary to ensure they stayed as active and healthy as possible. The medication policy had been reviewed and provided staff with detailed information about how to support people with medicines management. People are supported to be as healthy as possible.

People are treated with dignity and respect. We saw people had positive relationships with staff that were familiar with their care and support needs. People were provided with a consistent staff team and offered a copy of the staff rota so they knew which staff would be coming on any given day. People's views about staff are taken into account when staff rotas are drawn up.

## Quality Of Staffing

Overall, people receive care and support from a consistent staff team who are provided with training and support. Recruitment processes make sure staff are suitable.

Staff spoken with were positive about working for the agency. They told us they were provided with support and guidance by managers who were always approachable and available. Records showed staff were provided with formal supervision of their practice and an annual appraisal. Meetings were held with staff who worked in individual houses and staff were free to contribute their views. Staff turnover is low which offers people consistent support.

People are supported by trained staff. Staff spoken with told us they were provided with the right training to carry out their role and were able to identify personal training needs. The agency has a designated member of staff who arranges and provides staff with appropriate training. Records showed staff were provided with in house induction training but this was not in line with guidance published by Social Care Wales. The training officer told us the Social Care Wales programme was going to be used for all new staff. The record showed staff had completed necessary training, including, health and safety, fire safety, infection control and how to keep people safe.

Measures are in place to make sure staff are suitable. Staff files contained records of application, interview, references and a satisfactory Disclosure and Barring Service check. Prospective staff meet people before they are appointed. People using the service are involved in the recruitment process as part of a matching service to make sure they are offered choices and are involved in decision making about who provides their care and support.

## Quality Of Leadership and Management

Overall, the service is well managed. It provides high quality, consistent, person centred care. The quality of the service is monitored, reviewed and constantly improved to ensure good outcomes for people using the service.

Information is provided about the service. The agency produces a Statement of Purpose and Service User Guide. These detail the aims and objectives of the service and how they will provide care and support to people living in the community. The Service User Guide is provided in an easy read format for people. They include details about how the agency can support people with their Welsh cultural needs. Both documents include details about how to make a complaint but did not include the correct timescale of 14 days, the contact details of the local authority and the local government ombudsman. They did not make it clear that although people are able to contact CIW at any time about concerns and complaints, we are not able to investigate individual complaints. The service had not received any complaints since the last inspection. People have access to information about the service so they can make an informed choice when considering using its service.

Measures are in place to monitor, review and improve the quality of the service. Records showed that people using the service, relatives, professionals and staff were asked for their views and these were taken seriously. We saw records completed in people's houses were returned to the office to be checked to make sure they were correct. Regular checks were made to support people with their financial affairs. The manager told us that completed record books were returned to the office for storage and safe keeping. A Quality of Care report has been produced for the period April 2017 to March 2018. However, this included information about people who use the service which might identify them. We discussed this with the manager. Policies and procedures were in place to keep people safe. The safeguarding policy did not include the contact details of external agencies such as the local safeguarding, the Police and CIW but this was provided in each house so available to staff. People can be assured checks are made to ensure the quality of the service is constantly improving.

## **Quality Of The Environment**

This theme is not applicable to this services' registration.



## 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.