



Inspection Report on

Primecare (North Wales) Ltd

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

20/08/2019

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Description of the service

Primecare (North Wales) Ltd is registered with Care Inspectorate Wales (CIW) to provide domiciliary services for people living in the community who are of 65 years of age and over. The responsible individual (RI), registered with CIW and manager registered with Social Care Wales (SCW), is Susan Mortimer.

Summary of our findings

1. Overall assessment

Primecare is a small service which is able to offer a personalised, friendly service to the people it supports. We received positive feed-back from people using the service, their relatives, health care professionals associated with the service and staff members. Primecare has good standards ensuring people receive reliable care within an acceptable time frame. People benefit from consistency of care from staff they know well.

2. Improvements

This is the first post registration visit under The Regulation and Inspection of Social Care Act (Wales) 2016 (RISCA).

3. Requirements and recommendations

The service is compliant to legislation. Section five of this report details recommendations to improve the service. These include:

- Documentation of three monthly personal plan reviews.

1. Well-being

People can influence their day to day care. We saw people's personal plans were centred on their individual care needs and preferred routines. Care plans were detailed and instructed care workers as to how people liked things done. People told us they were treated with dignity and respect and that care giving was done sensitively. People received a Statement of Purpose booklet regarding the service which explained the services offered the staffing and managerial structure, and who to contact should they want to discuss care needs or have any worries. A quality review was conducted as per regulations to enable people to express their views regarding the service, the responses were very positive. People received regular care reviews and joint reviews with other appropriate health care professionals to ensure their personal plan remained suitable to their needs. People's individual circumstances and needs are considered.

People's emotional well-being is considered. People were encouraged to continue with their daily lives and interests as able. People's relatives told us the service was flexible with calls and times if they wished to arrange appointments, days out or holidays. People's routines as regards when they preferred to get up and go to bed were also considered in their personal plans. Other preferences such as gender of the care giver were noted and where able, accommodated. People are supported to maintain their lifestyle as able.

People are protected from abuse and neglect. Staff were updated in their safeguarding and Deprivation of Liberty Safeguards (DoLS) training and were able to demonstrate knowledge of people's capacity and rights. The service had a whistle blowing policy for staff to safely report any incidents that may affect people's safe care. Staff told us they would be comfortable in reporting any worrying incidents to the management. Daily care entries were audited by management to ensure care was given as per people's personal plans. The service is mindful of people's rights and safety.

2. Care and Support

People can influence their daily care. We saw plans were personalised to the needs of the persons cared for. People's preferred daily routines were contained in the plans and care workers worked alongside them to achieve the person's desired care. Care workers were able to access personal plans, and any changes made, to ensure correct care for people, we recommended three monthly personal plan reviews be documented to further demonstrate compliance to the regulations. People using the service and their relatives reported they were very happy with the service received from Primecare. A person's relative told us, "*We are very happy with the service, carers are kind and respectful, they are part of the family now!*" People using the service told us staff were very friendly and "*went above and beyond*". A relative told us, "*it's amazing what they do, very professional, they cheer people up which makes me feel good too.*" We also received positive feed-back from questionnaires given to people using or associated with the service. People commented, "*Excellent, warm-hearted service, delivered with a smile,*" and, "*very good service,*" "*very friendly.*" People are treated with dignity and respect.

People can access information about the service they receive. People told us they were given a booklet about the service when they first started using it with details about emergency contacts and the staff structure. People receiving a service told us they had weekly time-tables of which carers were to visit, they told us carers were reliable and on the rare occasion they came late, they were phoned, told the reason, and given an updated arrival time. They told us there were no missed calls. People said they had regular visits from the manager and had good communications with office staff. Relatives and people using the service told us they knew the plan of care which was delivered to them. Staff and people told us new staff were taken to be introduced to them by the manager before commencing work. People told us they appreciated the good level of communication and continuity of care offered by the service. People can access the right information as needed in the way that they want it to manage and improve well-being.

People are safeguarded from abuse and neglect. People told us they were aware of how to raise any concerns regarding the service. Staff were able to demonstrate their knowledge regarding people's capacity and when safeguarding measures were indicated. The manager provided an example of a person with capacity who chose to take personal risks and how the service dealt with the issue sensitively whilst also protecting the health and safety of staff. Staff were updated regarding relevant safeguarding training. People's rights are protected and the service is mindful of people's safety.

3. Environment

We do not comment on the environment theme in domiciliary care as care is given in people's own homes.

However, we saw the service's office was located in an accessible area. Records and confidential/sensitive information was securely kept in lockable drawers in a lockable office or on pass-word protected computers. The service is mindful of confidentiality and data protection requirements.

4. Leadership and Management

People are cared for by staff who are supported in their roles. Training and supervision records showed them to be up to date, staff received monthly supervisions in people's homes and had practical assessments. We saw evidence of frequent staff meetings to offer support and ensure good communication. Staff told us they felt supported, *"really good company to work for, best job I've ever had, I can go to the manager with anything, I feel comfortable talking to them. We get regular training and supervision."* Another member of staff said, *"very supportive company, we have monthly supervisions and lots of training such as manual handling and first aid. I'm comfortable to air my views and my voice is heard."* We received seven completed questionnaires about the service from staff members, all were positive and staff commented that they felt valued. The manager had recently attended medications training which she felt was good so then sent all care staff to attend the training demonstrating a commitment to training and ensuring staff had appropriate, updated knowledge to inform their daily practice. People are supported by staff who have the knowledge and skills required to enable individuals to achieve their personal outcomes.

Service providers have overall governance through quality assurance review. The manager/RI visited people receiving a service on a regular basis. A person's family told us, *"We have regular contact with the manager and feel we can contact her with anything."* RI visits were compliant to regulations and we had received a copy of the quality assurance report. We saw that aspects of the service were audited to ensure good and safe practice. For example, we saw medication administration record (MAR) charts were regularly reviewed and any crossed off doses or gaps were questioned. We received questionnaires from other health care professionals working alongside the service. One person told us, *"I find it easy to make appointments for joint reviews. The manager is easy to contact and responds to any issues raised. The consistency of care instils a high degree of confidence in the clients."* Another professional told us, *"very reliable, good management with a hands on approach. They work to a high ethical standard."* A person's husband praised the service and management and told us, *"the Primecare team contributed to my wife's improvement and outlook."* People benefit from a service which works to high standards.

Employment practices are satisfactory and compliant to regulations. Satisfactory safety checks were in place and up to date to ensure staff were appropriate to work with vulnerable adults. An in-house induction and training was given to staff before they commenced work. The manager told us a new induction was to be made available which was approved by Social Care Wales. Half of the staff were able to speak Welsh and the company actively tried to recruit Welsh speaking staff to enable an active offer of the Welsh language for people. New staff were subject to a supported probationary period to ensure their suitability for the post. People are cared for by staff who have undergone satisfactory employment checks.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

This was the first post RISCA registration inspection.

5.2 Recommendations for improvement

We recommended the following to encourage good outcomes for people using the service:

- Three monthly personal plan reviews occurred informally, we recommend these checks be documented to demonstrate compliance to the regulations.

6. How we undertook this inspection

This inspection was conducted as part of CIW's inspection programme. This was an announced inspection to ensure the responsible individual was available in the office to assist with our enquiries. We visited the service's office on the 12 August 2019 and the 15 August 2019. We also phoned people using the service and visited one person at home. This totalled 12 inspection hours. The service was inspected under The Regulated Services (Service Providers and Responsible Individuals), (Wales) 2017 regulations.

We used the following methods to inspect the service:

- We spoke with the RI/manager, deputy, three staff members, two relatives of people using the service, two persons receiving the service and we visited a person in their own home.
- We received 19 completed questionnaires asking people's opinions regarding the service. Five from people receiving the service, five from relatives, and two from health care professionals associated with the service and 7 staff members.
- We looked at a range of records as kept by the registered service and concentrated upon; three personal plans, three staff files, visit times and rotas, a selection of procedures and policies, commissioning contracts and care plans, incidents reporting and management, staff training and supervision records, Statement of Purpose, RI visits and quality report.

CIW is committed to promoting 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/2018-04/180409humanrightsen.pdf>

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

www.careinspectorate.wales

About the service

Type of care provided	Domiciliary Support Service
Service Provider	Primecare (North Wales) Ltd
Responsible Individual	Susan Mortimer
Date of previous Care Inspectorate Wales inspection	20 February 2018.
Dates of this Inspection visit(s)	12 & 15 August 2019.
Operating Language of the service	Both
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an “active offer” of the Welsh language and intends to become a bilingual service.
Additional Information:	

Date Published 25/10/2019

No noncompliance records found in Open status.