



Inspection Report on

GJ Care and Training Ltd

**Above Priory Estate Agents
106 Broad Street
Barry
CF62 7AJ**

Date Inspection Completed

14/02/2020

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Description of the service

GJ Care and Training Limited is a domiciliary care agency based in Barry. The service is registered with Care Inspectorate Wales (CIW) to provide care to people living in Cardiff and The Vale of Glamorgan, but at the time of inspection was only providing services in The Vale of Glamorgan.

GJ Care and Training has nominated a Responsible Individual (RI) Gillian Lewis who has overall responsibility of the service. The RI is also the manager who oversees the day to day running of the service and is registered with Social care Wales (SCW).

Summary of our findings

1. Overall assessment

People are happy with the service they receive and speak highly of the care staff who care for them. Staff recruitment is safe, robust and staff are well supported and speak highly of management, but staff training is an area that needs improvement. Management within the service is effective and the RI has good oversight of the service, but improvements need to be made to quality assurance processes.

2. Improvements

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

3. Requirements and recommendations

Section five of this report sets out our recommendations to improve the service and the areas where the care home is not meeting legal requirements. These include the following:

- Policy
- Service user rotas
- Care files
- Staff training
- Travel time
- Quality assurance

1. Well-being

Our findings

People can be assured that they get the right care without delay. We saw staffing levels within the organisation were sufficient to meet the needs of people using the service. People generally received their care at the scheduled time by staff who understood their needs. People we spoke with are happy with the service they receive and spoke very highly of the care staff and management. Staff we spoke with told us that they have enough time to provide the care for people and are well supported by management at all times. Care files are thorough, robust and person centred, but not all files had been reviewed in a timely manner, but we were assured that this would be rectified as soon as possible. GJ Care has robust policies and procedures in place for the smooth running of the service and RI has good oversight of the service, but needs to ensure quality assurance is completed within regulation timescales.

People can be assured that their individual circumstances are considered. We saw evidence that people are treated as individuals and have their care provided at times which is suitable for them. People we spoke with told us that all staff were “*amazing*” and delivered care with respect, dignity and kindness. Care documentation is person centred and clearly highlights personal preferences, likes and dislikes of the person being cared for. Staff we spoke with told us that people have good continuity of care staff, which enable staff and people to build good working relationships, and staff to have a good understanding of individual needs.

People can be assured that they are safe. GJ Care has a dedicated safeguarding lead who was in the process of updating the safeguarding policy and had instructed all staff to download the Wales Safeguarding Procedures app to their mobile phones. All staff had received safeguarding adults training, but some would benefit from refresher training, and this was being organised as soon as possible. We saw evidence that the service was making safeguarding referrals when required and were storing them centrally, which indicated that management are aware of their requirements in regard to protecting people.

2. Care and Development

Our findings

People can be confident that their voice is heard. People told us that they receive their care calls at times that are suitable for them. One person told us that if they need their care call at an alternative time, this is never a problem as long as they let the office know in advance. People described staff as “*polite, helpful, cheerful and respectful*” and told us that staff provide their care how “*they want it*”. We examined care plans and saw that they were individual, person centred and include the wishes of the person being cared for. We were told that people do not always get a weekly rota of who is providing their care, but if they request this then a rota is sent. We saw that people are encouraged to be as independent as possible and where possible complete some tasks themselves. People told us that they receive a service that enables them to remain living independently in their own homes.

People can be assured that they get the care they need as and when they require it. People we spoke with told us that staff generally arrive on time and complete all tasks required during the care calls, and before they leave, staff always ask is there anything else they can do. We examined staff rota’s and found that people have good continuity of care staff, but we noted that staff were not given any travel time between calls. We highlighted this and the manager implemented travel time immediately to the next scheduled rota. We examined the care files of people using the service and found them to be thorough, robust and reflective of the person receiving care, but we noted that not all files had been reviewed in line with timescales set out in regulations. We saw evidence that referrals to external agencies are made when required and any advice or guidance is fed into care plans and followed appropriately.

People are protected from abuse and neglect. GJ Care has a stable staff group who have a good understanding of the needs of the people they care for. All staff working at the agency are vetted prior to commencing employment. All staff receive safeguarding training when they start with the agency, but would benefit from some refresher training which is currently being organised by the management. GJ Care has a robust safeguarding policy in place which is currently in the process of being reviewed by a senior member of staff who is the safeguarding lead for the service.

People we spoke with told us that they feel “*safe*” and if they had any issues could contact the office. People were confident that any issues would be taken seriously and described the RI/manager as “*approachable, friendly and helpful*”.

3. Environment

Our findings

The main office was suitable for the running of a domiciliary care agency. All information was stored safely and securely.

4. Leadership and Management

Our findings

People benefit from the leadership and management arrangements.

The RI and manager is the same person, who is present at the service daily and has a good oversight of the service and its day to day operation. We spoke to the RI at length during both visits and were satisfied that they understood their legal requirements in regard to the role of RI, but we noted that the service was delayed with completing required quality assurance monitoring.

We viewed a selection of policies and procedures and found them thorough and robust, but recommended that the safeguarding policy be updated to reflect changes within the legislation and were told that this is a policy that is currently under review. GJ Care had a suitable complaints policy in place, but had not received any complaints since re-registration. We saw evidence that safeguarding referrals and regulatory notifications were submitted appropriately which indicates that the service understands and is fulfilling its legal requirements.

People can be assured they are cared for by suitable staff, who are well supported.

Staff we talked to, spoke positively about the management of the service and one person described the RI as “*amazing*”. Staff told us that they are well supported, receive supervision regularly and can approach the RI with any issues they have. We examined the supervision and training matrix and saw that staff receive supervision regularly, but we saw that some training required refreshing and were given assurances that all staff would receive refresher training in key areas. We examined a selection of staff personnel files and found them to contain all required information including identification and a full employment history. We saw that pre-employment checks including references and Disclosure and Barring Service (DBS) certificates were applied for before employment was offered. These checks are important as they determine the suitability of a person to work with vulnerable people. We saw there was a system in place to ensure that DBS certificates are renewed every three years.

5. Improvements required and recommended following this inspection

5.1 Areas of non compliance from previous inspections

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

5.2 Areas of non compliance from this inspection

Regulation	Evidence
36(2)(d) – Staff training	A number of staff had not received manual handling refresher training for a significant length of time, which potentially left people at risk. We have not issued a notice at this time as we did not identify any impact and we were told that all staff had now been booked on refresher courses.
41(2)(a) – Travel time	Staff were not being allocated travel times between care calls. We did not issue a notice at this time because no impact was identified and the provider implemented travel time to rotas when this issue was identified.
80 – Quality assurance	Quality assurance monitoring had not been completed in line with regulatory requirements. We did not issue a notice at this time as we did not identify any impact on people and the provider was actively in the process of producing a quality assurance report.

5.3 Recommendations for improvement

- Safeguarding policy to be updated to reflect current legislation and contact details of local safeguarding team
- Ensure all service users have weekly rotas
- Ensure all files are reviewed

6. How we undertook this inspection

This was a full inspection completed as part of our inspection programme. This inspection was the first post RISCA registration inspection. We visited the service announced on 11 February 2020 arriving at 10am and leaving at 2pm. We then returned announced on 14 February 2020 to conduct service user visits, arriving at 09:30am and leaving at 3pm.

The following regulations were considered as part of the inspection:

- The Regulated Services (service providers and Responsible Individuals) (Wales) Regulations 2017.

The following methods were used:

- Discussion with manager
- Discussion with RI
- Viewing a selection of policies and procedures.
- Discussion with four service users and their families
- Discussion with six staff members
- Viewing of four service user files
- Viewing of four staff personnel files
- Viewing the training and supervision matrix
- Viewing staff rota's
- Review of information held by CIW
- Review of statement of purpose

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	GJ Care and Training Ltd
Manager	Gillian Lewis
Date of previous Care Inspectorate Wales inspection	This was the first inspection since the home re-registered under the Regulation and Inspection of Social Care (Wales) Act 2016.
Dates of this Inspection visit(s)	11/02/2020 & 14/02/2020
Operating Language of the service	English
Does this service provide the Welsh Language active offer?	No
Additional Information: The service does not have any service users or staff who speak Welsh. We recommend that the provider considers the Welsh Government's "More than Just Words" follow on strategic guidance for Welsh language in social care". Comment should be included in the statement of purpose.	

Date Published 03/08/2020