



## Inspection Report on

**Back to Basics Care & Training Limited**

**The Beacon Enterprise Centre  
Dafen  
Llanelli  
SA14 8LQ**

## **Date Inspection Completed**

17 November 2020

17/11/2020

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# About Back to Basics Care & Training Limited

Type of care provided	Domiciliary Support Service
Registered Provider	Back to Basics Care & Training Limited
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	This was the service's first inspection since re-registering under the Regulation and Inspection of Social Care (Wales) Act 2016.
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

## Summary

Back to Basics Care and Training Ltd provide a domiciliary support service within three regional partnership boards in Wales. This report is reflective of the service within Powys, Western Bay and West Wales.

People and their families are happy with the care and support they receive. Person centred care is delivered by a small team of care workers. Continuity of care is important with a focus on enabling people to meet their outcomes.

Staff training is very personal and individual to the staff member's experience and capabilities and can be person specific. Overall staff feel supported and the Responsible Individual (RI) is approachable and very accessible. A manager is in post and is awaiting registration with Social Care Wales.

The RI provides hands on care due to current staffing levels. Improvements are required with managerial tasks such as the arranging of formal reviews, provision of individual supervision and the completion of quality assurance processes. The RI acknowledges this and is hopeful as staffing levels improve, her managerial role can be prioritised.

## Well-being

People are supported to have their rights respected and their voice heard. People's independence and individuality is maximised with person centred care being provided. People can access information about the service and they or their representative are involved in decisions about their care and support. The team at Back to Basics prides themselves on providing a service that puts the person at the heart of the process.

Where personal plans are completed these are accurate, up to date, and reflect what is important to people and how outcomes can be achieved. People are involved with their personal plans and the review of these is an ongoing process with involvement of families and professionals where required. Formal three monthly reviews are not consistently evident however; consideration is given to the additional workload of the RI during the current staffing situation. Additional care documentation and daily records show referrals are made to health and social care professionals as required. Family members told us they are reassured by this.

Care workers provide continuity and consistency for people accessing the service and their relatives. Relatives told us they feel reassured by the service in place, which enables them to continue with their roles in their family, community and workplace settings. All staff are aware of how to report concerns and the safeguarding processes when required. Most staff feel very supported and feel the communication within the team is good. Staff are provided with up to date training and this includes safeguarding and COVID 19. Staff are able to provide care and support within the recommended guidelines and with the use of personal protective equipment (PPE). The service adapts as guidelines are updated.

Staff strive to provide the Welsh Language Active Offer where possible. We were told written information is available in English and Welsh and includes the Statement of Purpose and service user guide.

People's physical, emotional and mental health are supported to ensure optimum well-being. What matters to individuals is at the heart of the service.

## **Care and Development**

Detailed assessments are completed by the provider with the consent and agreement of the person receiving the service. A wide range of views and information is gathered by the provider to determine how people can achieve their personal outcomes. This includes ascertaining people's preferred language and methods of communication. We saw local authority assessments in place where appropriate. The assessment process includes providing the person with up to date information about the service. The Statement of Purpose is also available; however, this does require updating. We expect the RI to address this and we will follow up at the next inspection.

One personal plan seen, reflected what was important to that person with details of how their outcomes could be achieved. This was not reflected in another person's care documentation; however, we were told the responsible individual was in the process of

completing the personal plan. Daily records are detailed and informative and recordings were seen detailing referrals to health and social care professionals when required. The RI told us reviews usually take place three monthly or more often if required and involve the person. Some reviews have not taken place for six months due to the impact staff shortages have had on management responsibilities. One family member told us they felt involved with their relatives care and whilst they could not recall dates of formal meetings, they had regular contact from the provider and felt the review process was *“ongoing and fluid”*. Other feedback included *“I am absolutely involved with the review of my care and support plan”*. We expect the RI to address this and we will follow up at the next inspection.

Care and support is provided by a small team of care workers that ensure continuity. Improving people’s individual outcomes is a priority. The responsible individual and care workers demonstrated they know the people they support and told us about individual goals achieved. Overall people’s call times are as agreed and people told us they have never had missed calls. Care workers and people in receipt of support confirmed they have support provided by the same staff. One relative told us *“The things I appreciate the most is the continuity of care –if there are new staff they are fully inducted and shadow an experienced carer and the service we receive is fantastic and everyone that visits is excellent”*. Other feedback from staff, family and people receiving the service included; *“We all care and we go above and beyond.”*; *“Nothing is ever too much trouble”* and *“They are very professional and very caring”*.

## Leadership and Management

The RI has day-to-day oversight of the service. The care team is not fully staffed therefore the RI covers daily where required. Staff absence during COVID-19 and difficulties recruiting have resulted in some management roles not being fulfilled.

Whilst the RI does have daily contact with people accessing the service, family members and most staff, quality assurance processes are not consistently being completed or recorded. The RI is assured that the ethos of the company is being maintained and has direct feedback from people on a daily basis; however has not been able to reflect this within a six monthly quality care review report this year. The RI is currently working towards this. We expect the RI to address this and we will follow up at the next inspection.

The RI ensures staff are suitably fit and have the knowledge, competency, skills and qualifications required enabling people to achieve their personal outcomes. Robust recruitment processes are in place and the RI provides individual training to staff. This includes a shadowing period of up to a month depending on their experience. The RI completes the staff handbook with staff and this includes required training such as Health and Safety, Safeguarding and Infection control. Staff are very positive about the

training and comments include: *“X taught me all about a stroke as we support someone who has had a stroke”* and *“The support I have had is phenomenal and I have never had that level before; my training was excellent”*. When we checked recruitment files, the level of training received was not reflected in the staff training records and some annual updates were overdue for one staff member. The RI acknowledged training is to be recorded and completed but admits this has not been a priority due to low staffing levels and the impact of COVID 19.

Most staff told us they felt supported and had frequent contact with the RI though this was not consistent for all. All staff have said if they had any concerns about their clients they would happily contact the RI and manager and have been reassured they are available. Individual supervision has not been provided three monthly this year; however, most staff told us the RI is available and approachable and most staff have contact most days. We expect the RI to address this and we will follow up at the next inspection.

Whilst the RI acknowledges there are areas to improve; recruitment is ongoing and the staffing situation has improved now in relation to the impact of COVID 19. Staff are now having regular days off and annual leave is being planned. Feedback includes *“The RI has the best set of ethics absolutely the clients first”*; *“It’s a world away from my previous provider”* and *“All our clients are safe and we are safe”*.



Areas for improvement and action at the previous inspection		
None		

**Areas where immediate action is required**

None	
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**Areas where improvement is required**

Statement of Purpose is not reviewed and updated annually.	7(2)
Review of personal plans does not always take place three monthly.	16(1)
Individual supervision is not consistently provided three monthly.	36(2)(c)
A quality of care review report has not been completed since December 2019.	80(4)(a)

We have not issued a priority action (non-compliance) notice on this occasion. This is because there is no immediate or significant risk to or poor outcomes for people using the service. We expect the registered provider to take action to rectify this and we will follow this up at the next inspection

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