



# Inspection Report on

**Right at Home Swansea**

**Right At Home  
Henley House  
The Queensway  
Swansea  
SA5 4DJ**

**Date Inspection Completed**

25/05/2018

**Welsh Government © Crown copyright 2020.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Right at Home Swansea

Type of care provided	Domiciliary Support Service
Registered Provider	ADULT HOME CARE LTD
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	25/05/2018
Does this service provide the Welsh Language active offer?	Yes

### Summary

Right at Home Swansea is a domiciliary support service for adults in the Western Bay partnership region. They also provide a domiciliary support service in the West Wales partnership region. However, at the time of the inspection there were no services being provided in the West Wales region. The regional office is in Swansea. There is a new manager in post registered with Social Care Wales and the Responsible Individual (RI) is James Foley.

People are happy; receive a good service from a team of dedicated care workers who want to make a positive difference to their lives. Staff are supported and well trained and have good terms and conditions in which to work. There is a new manager in place. The management team are visible, looking to improve and have good oversight of the service.

## Well-being

The service is well run by an organised and committed management team. There is clear oversight from the RI, ably supported by a newly formed management team. Care staff told us they have good positive working relationships with their manager's feeling well supported and listened too. Comments from staff includes *"I feel very valued this job has sparked my passion back in care"* and *"it's an excellent place to work, outstanding company to work for"*. People who use the service and their relatives are positive on the communication, telling us *"the service is very good and the staff are very kind"* and *"I have nothing but good things to say about Right at Home, they are very well managed"*. The commissioning authority were looking forward to working closer with the new manager. There are effective quality assurance processes in place to ensure people get a good service.

People are fully involved in their care and support, and any decisions that affect them. Everyone we spoke to told us they had a guide to services. People and their relatives said their views and preferences are always considered. This is through daily contact or within assessment and review meetings. Care workers build strong relationships with people and are not rushed or pressurised by unrealistic call times. People have regular opportunities to comment on the quality of the staff and the care they receive. People can request information in the Welsh language and 25% of current staff are Welsh speaking.

People are protected as far as possible from abuse and neglect. Staff are well trained in safeguarding and whistle-blowing procedures. Both policies are reviewed often and up to date. Care workers have a good understanding of safeguarding procedures, and were able to tell us what action they would take on any suspected abuse. The RI has good oversight on the safeguarding processes. The management team have a clear understanding of the safeguarding process and link in when required to the relevant authorities. Care workers are clear on current infection control guidance in relation to Covid-19. They also said they have sufficient supply of personal protective equipment (PPE).

## Care and Development

The service provides a good standard of care and support to people. We spoke to five people receiving the service and two relatives. All are very happy with the service and feel staff really care about them. Comments from people include *"they never appear rushed, they always have time for me"* and *"staff are very nice and treat me very well"*. Relatives said *"care workers all really care and take time to get to know my mum"* and *"It's the attention to detail and they always go the extra mile"*. Although, two people and one relative referred to changes to staff over the last couple of weeks. This we identified was due to a small number of staff leaving the organisation for various reasons. The service overall has good staff retention and processes are in place to address this issue, including

---

the employment of new staff.

The service providers have accurate and up to date information in how best to meet people's needs. A comprehensive "guide to the service" is given to everyone. People all have individual service agreements and calls are arranged around their needs. Personal plans are well written, reflected initial assessments and provide clear guidance for staff to follow. Although, further work is needed to clearly capture the goals and aspirations of the person. There is also good information on the person's likes, dislikes and what matters to them. These are recorded on one-page profiles and were easy to read and informative. People, and when appropriate relatives are involved in the development and review of personal plans. Although, these discussions can be better evidenced.

Risks to people are overall well managed. Experienced senior staff complete detailed risk assessments as part of the initial assessment process. These cover areas such as infection control, falls, diet, nutrition, and the safety of the home environment. Although informative, these will improve further by clearer information for staff to follow on managing such risks. People we spoke to all feel comfortable and confident in the care workers who provide their care and support. One said, *"I feel very safe as staff are always wearing masks, gloves and aprons"*. All assured us that staff use appropriate protective personal equipment (PPE) at all times.

There are good systems in place for the management of medication. We found personal plans highlighted medication people received. We saw care workers have received medication training and senior staff are completing competency checks. There is a medication policy which provided clear guidance to staff. Any errors or discrepancies found are discussed and noted with care staff and reported to the local authority as required. The service benefits from good links with health and social care colleagues, which included district nurses and the medicines management team.

## Leadership and Management

The service is well managed and has clear governance arrangements in place. There is stability in the management team after a period of change. It was evident the management team are keen to develop the service including further relationship building with the Local Authority. The service have clear policies and procedures in place for staff to follow. These are being reviewed on an annual basis, or when regulatory guidance changes. The organisation provides all care workers with a *"caregiver handbook"* which includes all relevant policies and procedure for easy reference. The Statement of Purpose (SOP) is nicely presented and an accurate reflection of the service. The service user guide provides people with extensive information of what they can expect from the service. There are consistent quality assurance systems in place. These include three monthly checks of the service and six monthly quality of care reports. In, addition action plans are in place from

information gathered through annual feedback to improve and develop the service. A central quality and compliance team provide good support to the service.

Care staff are well supported and receive appropriate training to enable them to deliver a good service. Care workers referred positively to the induction and training they receive. We viewed the training records and saw that core training for care staff is current and in date. Comments from staff includes *“training is awesome”* and *“they really invest in my development”*. Although, we were told some specialist-training specific to the need of one person was difficult to access. This is due to current circumstances and alternative-training methods have been arranged. New care workers said induction was *“very good”* and followed the All Wales induction framework for health and social care. We looked at five staff files and all recruitment documentation was in place including Disclosure and Barring (DBS) checks, which were all current. Supervision records were all in date, completed three monthly, and appraisals completed on an annual basis.

The service providers has a clear understanding of their role and responsibilities in relation to regulations in employing domiciliary support workers. The provider has clear contractual arrangements in place. This is reviewed and agreed with care workers following probation. An electronic staff rostering system is used. Consistency of staff supporting the same people is an important element of the service but not always being achieved. However, this continues to be closely monitored and an area of ongoing improvement. The service is also working closely with the commissioning body on ensuring accuracy of call-times. We saw care workers had sufficient time to do their work and travel in between calls. Care workers all said they do not feel rushed on their visits and feel that call times are adequate. Care workers are paid for their travel time and have a mileage allowance. There has been some turnover of care workers in recent months. However, the service overall has good staff retention.

## Environment

The quality of environment is not a theme that is applicable to a domiciliary support service. However, the service operates from a self-contained secure office with good facilities for staff and good off-road parking. The office is clean and well equipped, with suitable space for record keeping and locked filing cabinets for the storage of confidential information.

**Areas for improvement and action at the previous inspection**

None

**Areas where immediate action is required**

None

**Areas where improvement is required**

None

**Date Published** 23/12/2020 status.